

CitiManager® Site Quick Start Guide

Commercial Card

Cardholder

August 2025

Treasury and Trade Solutions



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User Guide Overview

Document Scope

This CitiManager® Site User Guide provides detailed step-by-step instructions for the most common CitiManager Site functions used by Cardholders.

Your Access and Configuration May Vary

The functions you have access to are based on your role and entitlements. You may not have entitlements for all the functions described in this User Guide. Some fields are defined at the company level so there may be variances in what is described in this User Guide based on your company's setup.

Screen captures in this guide contain dummy data for personal information and it is used for illustrative purposes only.

Web-browser Compatibility

The CitiManager Site is compatible with the latest versions of Chrome and Edge.

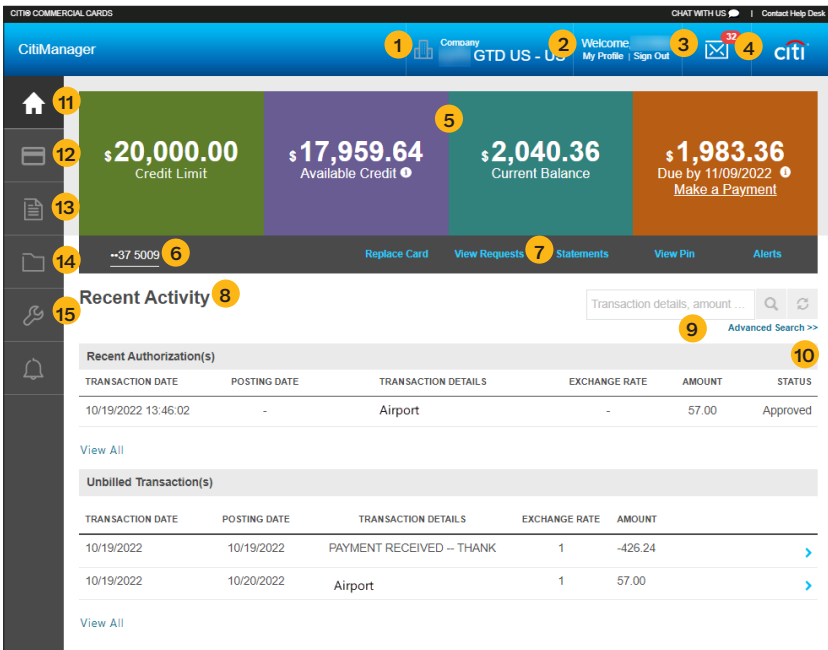
Navigation Overview

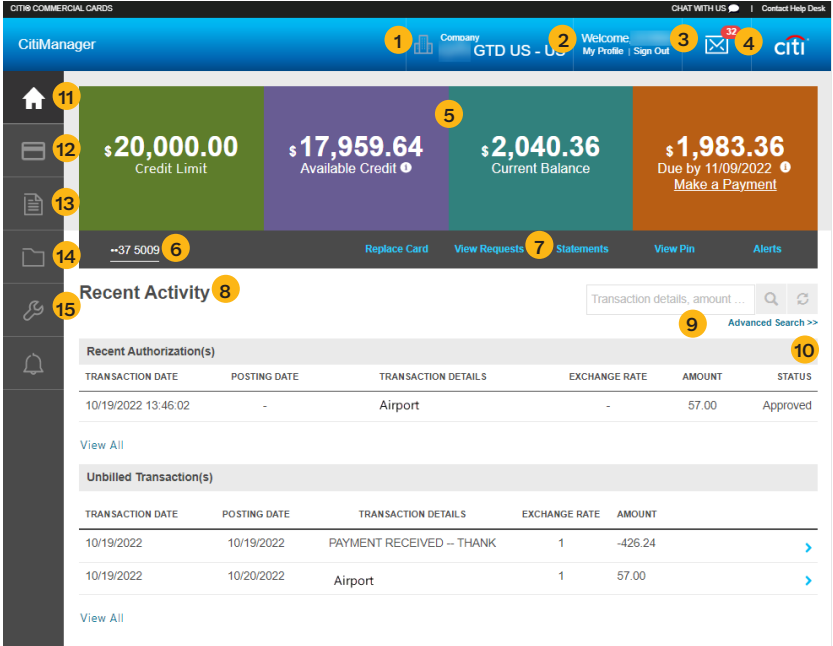
Basic Navigation

Key Concepts

After you log in to the CitiManager Site, the **Home** screen displays. The **Home** screen acts as a dashboard and displays a high level metric summary of your account — including your credit limit, total balance and available credit. You can also view recent transactions that have posted since your last statement. Use the navigation options from the header and the side navigation bar as well as quick links to navigate to additional account information and preferences.

Home Screen

Screen	Descriptions
	<p>Header</p> <ol style="list-style-type: none"> 1. View your company. If you have access to more than one, you may select it using the drop-down list. 2. Access My Profile functions or sign out of the CitiManager Site. 3. View the Message Board. <p>Screen Components</p> <ol style="list-style-type: none"> 4. View high-level account metrics such as credit limit, available credit, current balance and amount due. If your organization allows you to make payments, the Make a Payment link displays. For centrally billed accounts, the amount due by your company displays. 5. Use the account drop-down arrow to toggle between card accounts if you have more than one. 6. Use the quick links to navigate request a replacement card, view requests, statements or alerts. 7. In the Recent Activity section, you can view Recent Authorizations which are authorized or declined transactions that have not yet posted to the account and Unbilled Transactions which have posted since your last statement and will appear on the next one. 8. Use the search field to perform a basic transaction search by the details, amount or date or click the Advanced Search link to narrow your search. 9. Click the > Forward arrow to navigate to the Statements screen.

Screen	Descriptions
	Side Navigation Bar <ol style="list-style-type: none"> Click the Home icon to return to the Home screen. Click the Cards icon to view an overview of your card account, payment information, statements, aging of balance, recent transactions and your card contact information. Click the Statements icon to select a monthly statement to view and also view recent activity, change your paperless settings and view disputes. Click the Resources icon to view messages, access FAQs and Links & Help. Click the Tools icon to navigate to other online tools if you have access. Click the Alerts icon to manage your alert subscriptions, view the audit log and view on-demand mobile alert information.

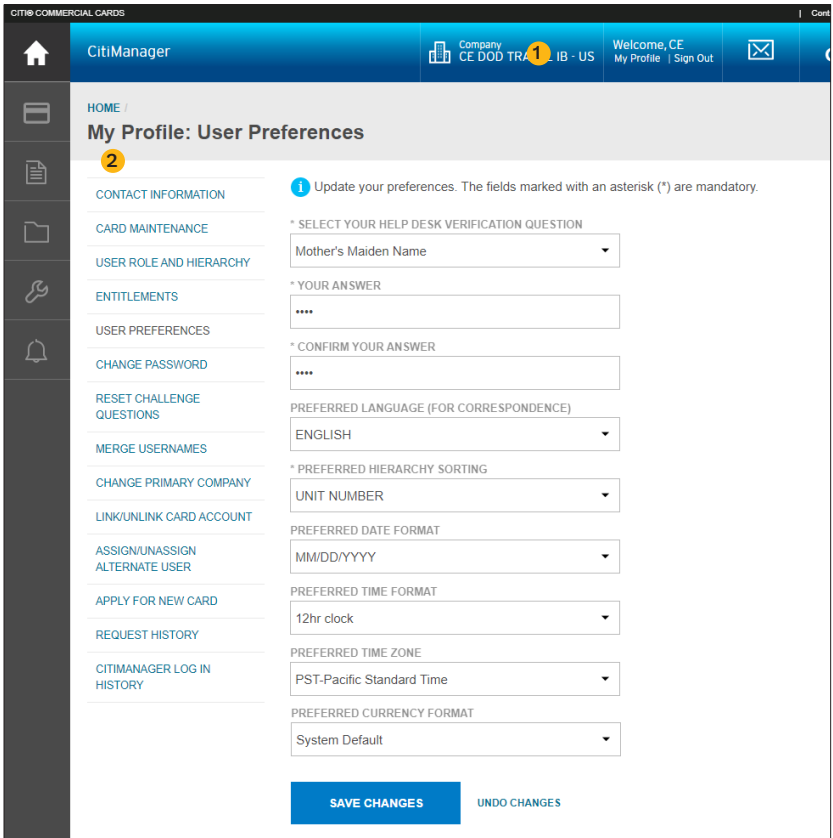
My Profile Overview

Description

The **My Profile** screen allows you to access links that are used to view your user role, hierarchy and entitlements. Additionally, you may update the following depending on your entitlements:

- CitiManager Site contact details
- User preferences such as language, date and time format and currency
- Password
- Reset challenge questions
- Merge CitiManager Site user names if you have more than one
- Change your primary company if you are assigned more than one
- Link/Unlink another card account
- Assign/Unassign Alternate user
- View application and maintenance request history

My Profile Screen

Screen	Descriptions
 <p>The screenshot shows the 'My Profile: User Preferences' screen in CitiManager. The sidebar on the left contains various navigation options, with 'My Profile: User Preferences' highlighted. The main content area displays a list of preferences to update, including contact information, card maintenance, user role and hierarchy, entitlements, user preferences, change password, reset challenge questions, merge usernames, change primary company, link/unlink card account, assign/unassign alternate user, apply for new card, request history, and CitiManager log in history. The 'My Profile: User Preferences' section is expanded, showing options for selecting a help desk verification question, confirming your answer, preferred language, preferred hierarchy sorting, preferred date format, preferred time format, preferred time zone, and preferred currency format. A 'SAVE CHANGES' button is visible at the bottom.</p>	<ol style="list-style-type: none"> 1. Click the My Profile link from the header to access links used to view and maintain profile information. 2. Click the links that display on the left side of the screen to view and maintain profile information.

Card Details Overview

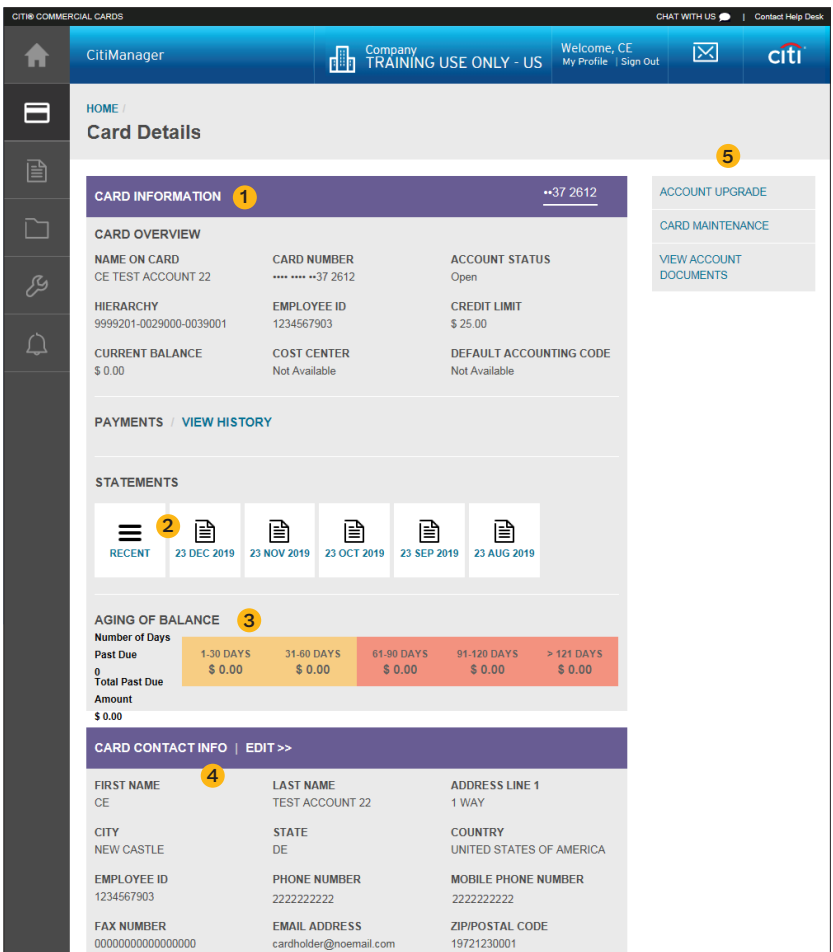
Description

The **Card Details** screen provides a high-level summary of your card account information including the following:

- **Card Overview:** Card name, number and status, hierarchy, employee ID, credit limit, total balance, cost center and default accounting code
- **Payments:** Last payment made, next payment due, view history (if entitled)
- **Statements:** Recent transaction activity, previous statements
- Aging of balance information (1 – 120 Days)
- Contact information associated with your card/statement

Depending on your program and company's settings you may also be entitled to perform account maintenance, request a refund and view refund requests.

Card Details Screen

Screen	Descriptions
 <p>The screenshot displays the CitiManager Card Details screen. It includes a top navigation bar with 'CitiManager', 'Company TRAINING USE ONLY - US', 'Welcome, CE', 'My Profile', 'Sign Out', and 'citi'. The main content area is titled 'Card Details' and contains several sections: 'CARD INFORMATION' (1) with a card overview table, 'PAYMENTS / VIEW HISTORY', 'STATEMENTS' (2) with a list of statement dates, 'AGING OF BALANCE' (3) with a table showing past due amounts by days, and 'CARD CONTACT INFO EDIT >>' (4) with a contact details table. On the right, there are links for 'ACCOUNT UPGRADE', 'CARD MAINTENANCE', and 'VIEW ACCOUNT DOCUMENTS' (5).</p>	<ol style="list-style-type: none"> 1. View card name, number and status, hierarchy, employee ID, credit limit, total balance, cost center and default accounting code and payment information. 2. Links to recent transaction activity, and current and previous statements. 3. Aging of balance information (1 – 120 Days). 4. Contact information associated with your card/statement. 5. Links to perform card maintenance and request a refund, if entitled.

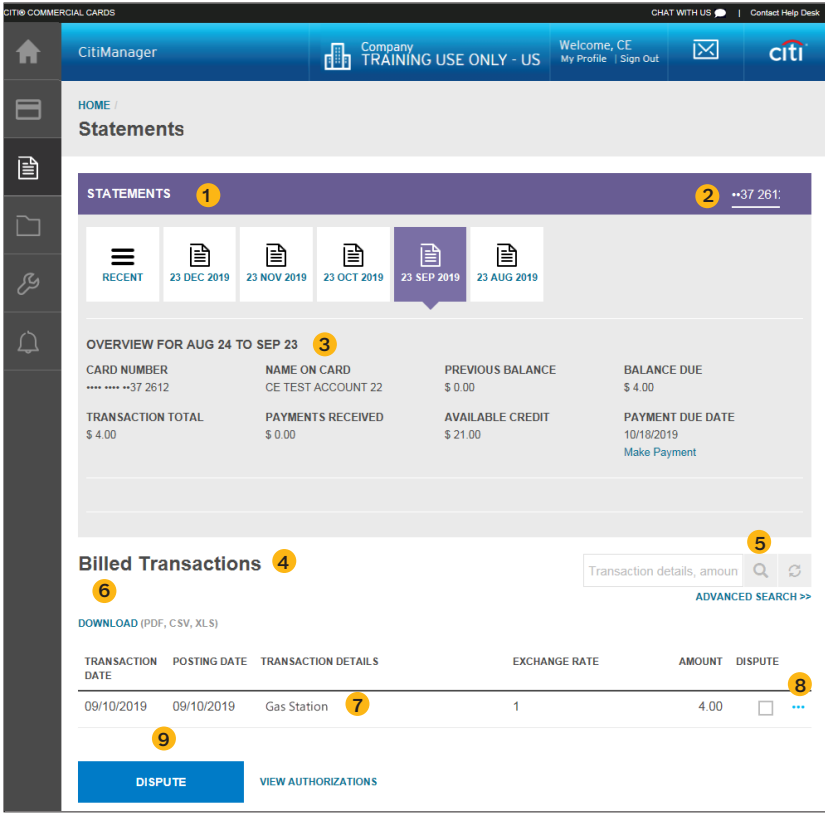
Statements Overview

Description

The Statements screen provides access to your recent transactions, your current statement or your previous 36 statements.

You can also download your statement and dispute a transaction if it billed to your statement within the previous 60 days.

Statements Screen

Screen	Descriptions
 <p>The screenshot shows the CitiManager interface for Commercial Cards. The top navigation bar includes 'CitiManager', 'Company TRAINING USE ONLY - US', and user information. The left sidebar has icons for Home, Statements, Transactions, and Settings. The main content area is titled 'Statements' and includes a 'STATEMENTS' section with a date range selector (1, 2) and a list of statement dates. Below this is an 'OVERVIEW FOR AUG 24 TO SEP 23' (3) section with a table of account details. At the bottom is a 'Billed Transactions' section (4) with a search field (5), a download link (6), and a table of transactions (7). The table has columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. A 'DISPUTE' button (9) is at the bottom left, and an ellipsis link (8) is at the bottom right of the transaction row.</p>	<ol style="list-style-type: none"> 1. The Statements section displays an overview of your statement and allows you to toggle between statements by clicking the icon for the statement date. 2. If you have more than one card account, use the drop-down arrow to toggle between card accounts. 3. The overview section provides balance and payment information for the dates displayed. 4. A list of billed or recent transactions for the statement display. 5. Use the search field to perform a basic transaction search by the details, amount or date or click the Advanced Search link to narrow your search. 6. Click the Download link to download a statement. 7. The list of transactions will display the transaction date, posting date, details and amount. 8. To view additional transaction detail or dispute a transaction, click the ellipsis (...) link that displays on the right-side of the row you wish to expand. 9. Click the Dispute button to dispute a transaction. The row must be expanded to view the dispute button.



Getting Started

What is CitiManager?

Description

The CitiManager Site is a powerful online tool that allows Cardholders to view and manage their account at any time. Based on your company's set up, some of the key self-service activities may include:

- Retrieve a forgotten username or password
- View recent activity and current and past statements
- View credit limits, total balances and transaction level detail
- Make a payment
- Request a refund
- Manage e-mail and mobile alerts
- Dispute a transaction and view the dispute once it's submitted
- Manage preferences and update contact information

For companies that have the Registration ID and Passcode feature turned on, the CitiManager Site will send you Registration ID and Passcode e-mails once activity is recorded on your Cardholder account. Once received, you can complete the CitiManager Site self-registration process to access your account details.



Apply for Card Using an Invitation Passcode

Key Concepts

Before you can apply for a new card, an Invitation Passcode and the inviter’s e-mail address are required. Both are obtained from your Program Administrator.

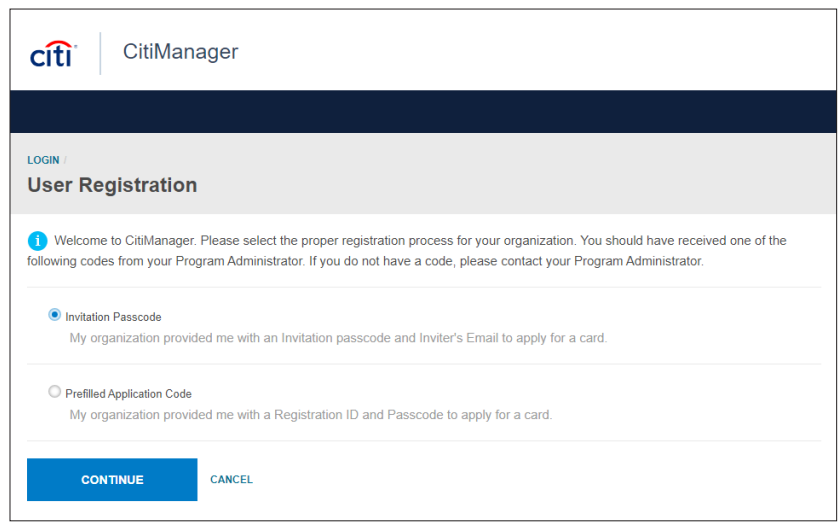
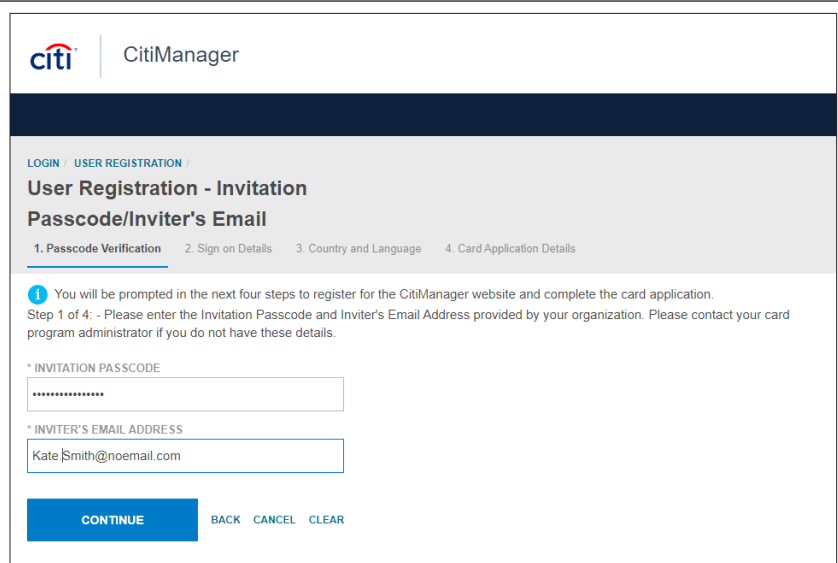
Once you have submitted your application, you will receive a confirmation message when the necessary approvals have been received, either from a Supervisor and/or Program Administrator.

You can view the status of your application in the CitiManager Site by using the username and passcode created during the application process to log in and navigate to **My Profile > Request History**. Refer to the **View Application and Maintenance Request History** topic in this user guide for additional information.

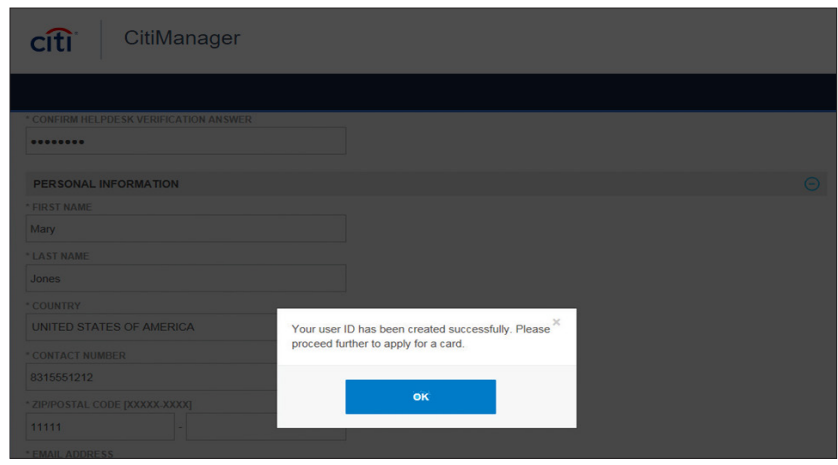
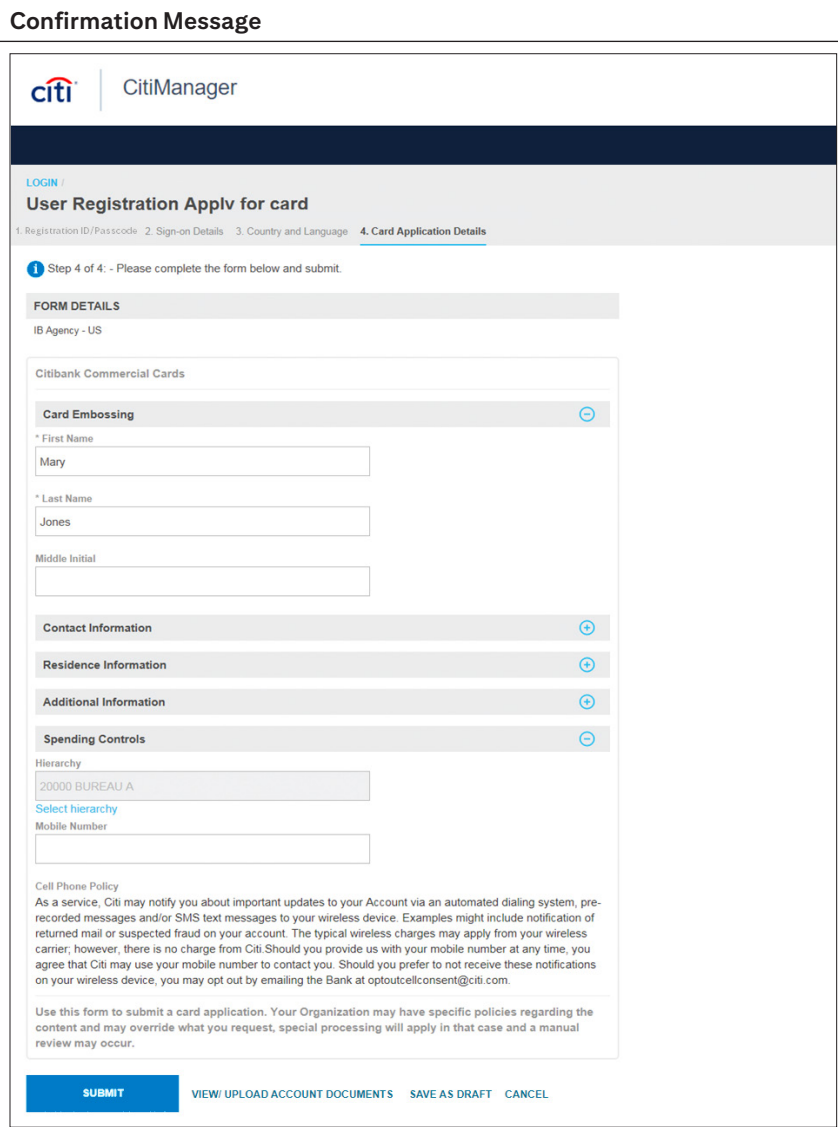
Once your card application is approved, the account will be linked to the CitiManager Site username and password that was created during the application process. This will allow you to log in to the CitiManager Site to view balances, credit limits, statements and perform other self-service tasks.

Step-by-Step Instructions

Screen	Step/Action
	<div>1. Navigate to citimanager.com/login.</div> <div>2. From the CitiManager Site Login screen header section, click the Apply for a Card Today link.</div> <div><i>The User Registration screen displays.</i></div>

Screen	Step/Action
 <p>The screenshot shows the CitiManager User Registration screen. It features the Citi logo and 'CitiManager' text at the top. Below a dark blue header, there's a 'LOGIN / User Registration' section. A message states: 'Welcome to CitiManager. Please select the proper registration process for your organization. You should have received one of the following codes from your Program Administrator. If you do not have a code, please contact your Program Administrator.' Two radio buttons are present: 'Invitation Passcode' (selected) with the description 'My organization provided me with an Invitation passcode and Inviter's Email to apply for a card.' and 'Prefilled Application Code' with the description 'My organization provided me with a Registration ID and Passcode to apply for a card.' At the bottom are 'CONTINUE' and 'CANCEL' buttons.</p>	<p>3. Select the Invitation Passcode radio button and click the Continue button.</p> <p><i>The User Registration — Invitation Passcode/ Inviter's Email screen displays.</i></p>
<p>User Registration Screen</p>	
 <p>The screenshot shows the 'User Registration - Invitation Passcode/Inviter's Email' screen. It includes the Citi logo and 'CitiManager' text. Below a dark blue header, there's a 'LOGIN / USER REGISTRATION' section. The title is 'User Registration - Invitation Passcode/Inviter's Email'. A progress bar shows four steps: '1. Passcode Verification' (active), '2. Sign on Details', '3. Country and Language', and '4. Card Application Details'. A message states: 'You will be prompted in the next four steps to register for the CitiManager website and complete the card application. Step 1 of 4: - Please enter the Invitation Passcode and Inviter's Email Address provided by your organization. Please contact your card program administrator if you do not have these details.' There are two input fields: '* INVITATION PASSCODE' (masked with dots) and '* INVITER'S EMAIL ADDRESS' (containing 'Kate.Smith@noemail.com'). At the bottom are 'CONTINUE', 'BACK', 'CANCEL', and 'CLEAR' buttons.</p>	<p>4. In the Invitation Passcode field, type the Invitation Passcode that was provided to you by your Program Administrator.</p> <p>Note: The Invitation Passcode is case sensitive.</p> <p>5. In the Inviter's Email Address field, type the Inviter's Email address that was provided to you by your Program Administrator.</p> <p>6. Click the Continue button.</p> <p>Note: All new applicants are required to create a user profile for the CitiManager Site during the application process.</p> <p><i>The User Registration — Sign-on Details screen displays.</i></p>
<p>User Registration — Invitation Passcode/Inviter's Email Screen</p>	

User Registration Screen — Sign-on Details

Screen	Step/Action
	<p>9. Click the OK button.</p> <p><i>The User Registration — Country and Language screen displays.</i></p> <p>Note: Based on your company's set-up, this screen may not display. Continue to Step 12.</p> <p>10. The Select country and Select language fields should be pre-populated based on what was entered in the User Profile screen. Click the Continue button.</p> <p><i>The Card Application Details screen displays.</i></p>
<p>Confirmation Message</p> 	<p>11. Complete the required fields in all sections of the application. Required fields are indicated by an asterisk (*).</p> <p>Note: If your company allows Cardholders to add attachments, such as training certificates or statements of understanding you can attach the documents during the application process. You can add a maximum of five attachments. Supported file types include jpg, jpeg, png and pdf. Each file must be 5MB or less. Scroll to the bottom of the screen and click the View/Upload Account Documents link. When the View Account Documents screen displays, click the Add Document button. In the Document Name field, type the name of the document (there can be no special characters in the document name). Click the Browse button and navigate to the document you want to attach and click the Open button (there can be no special characters in the file name). When the document name displays in the Select File to Upload field, click the Upload button.</p> <p>12. When you are finished, click the Submit button that displays at the bottom of the screen.</p> <p><i>An application submission confirmation message displays.</i></p> <p>13. Click the OK button.</p> <p><i>The CitiManager Login screen displays.</i></p> <p>Note: The approving Supervisor or Program Administrator will receive an e-mail indicating your application is awaiting their approval.</p>
<p>User Registration Apply for Card — Card Application Details</p>	

Apply for New Card Using a Registration ID and Registration Passcode

Key Concepts

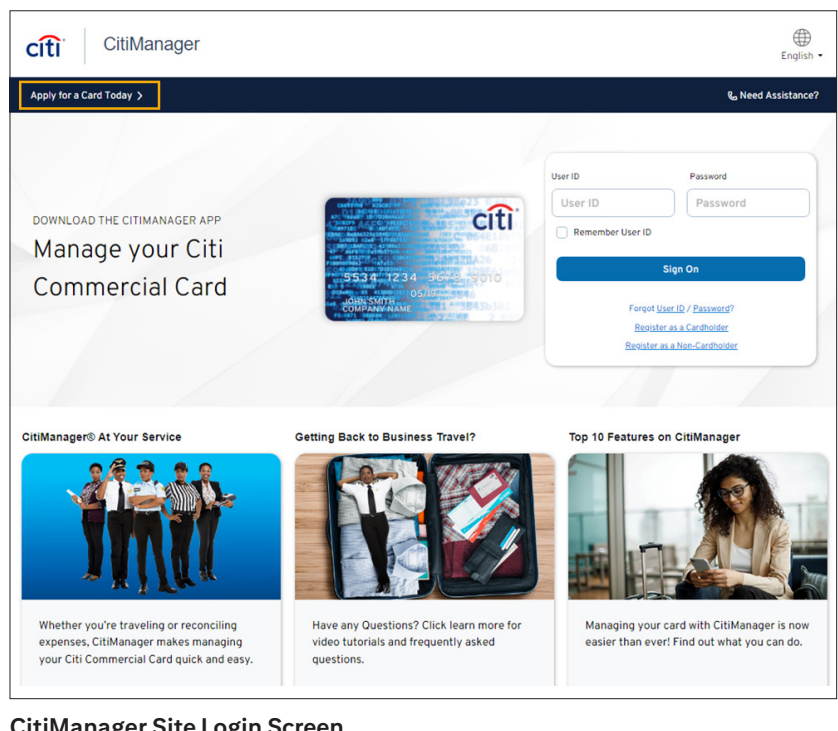
If your company uses the Program Administrator to Card Applicant to Citi workflow for bulk-online applications, a Registration ID and Registration Passcode will be sent to you in separate e-mails so you can register for the CitiManager Site and enter your personal details on the application. Some of the information on the application will be pre-filled for you. The first part of the process will register you for the CitiManager Site, then you will complete the application. Refer to the Register for the CitiManager Site and Complete the Application procedure in this topic.

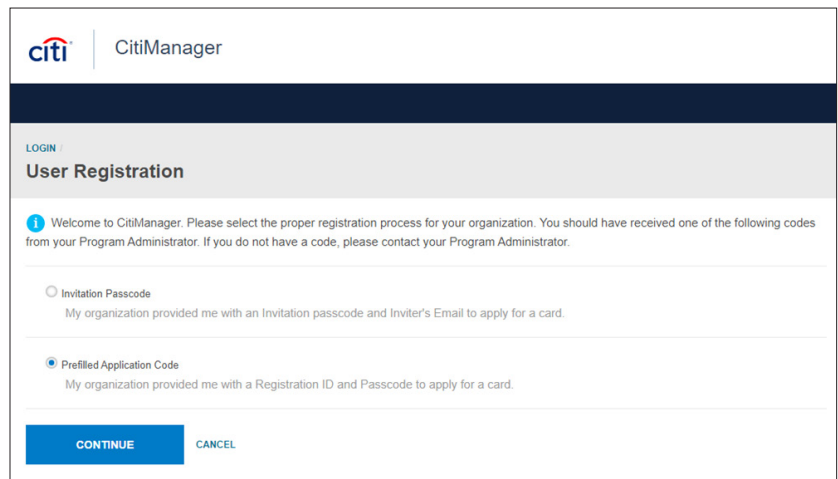
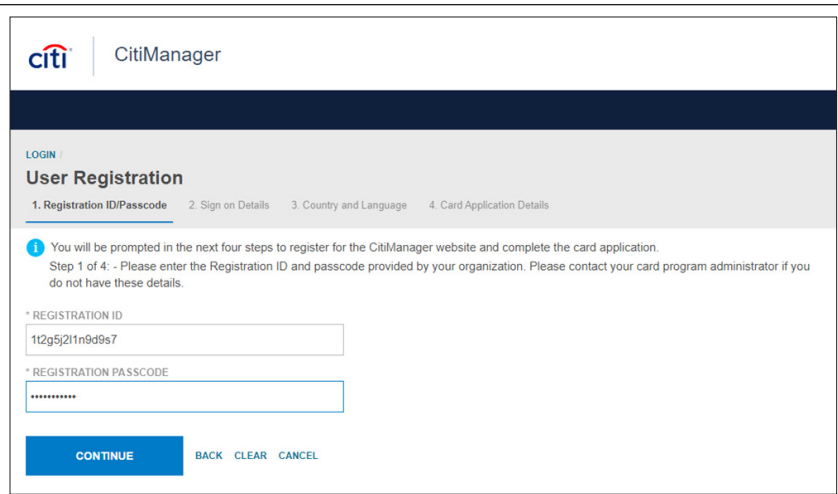
If you are already registered as a CitiManager Site user, and your Program Administrator is requesting an additional card, you will receive an e-mail with instructions for how to complete your application in the CitiManager site. Refer to the Log In to the CitiManager Site and Complete the Application procedure in this topic.

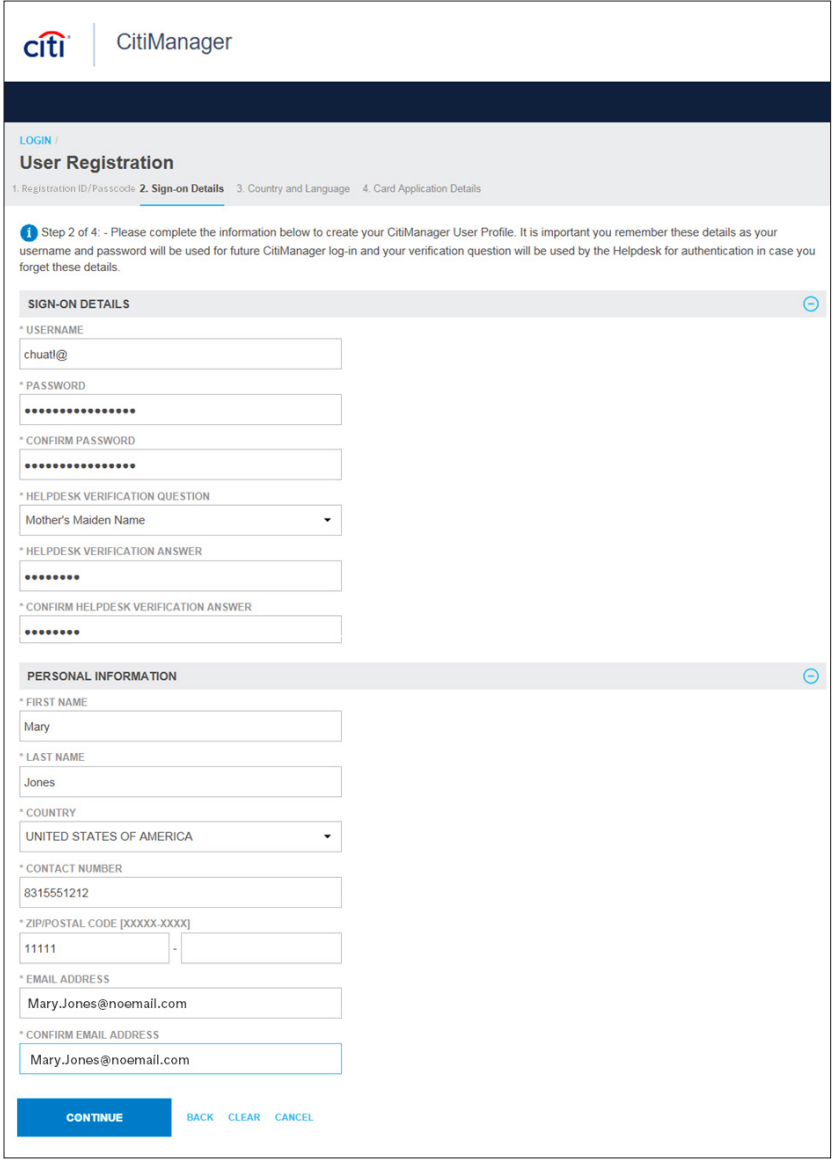
You can view the status of your application in the CitiManager Site by using the username and passcode created during the application process to log in and navigate to **My Profile > Request History**. Refer to the **View Application and Maintenance Request History** topic in this user guide for additional information.

Once your card application is approved, the account will be linked to the CitiManager Site username and password that was created during the application process. This will allow you to log in to the CitiManager Site to view balances, credit limits, statements and perform other self-service tasks.

Step-by-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. <i>The CitiManager site login screen displays.</i> 2. From the CitiManager Site Login screen, click the Apply for a Card Today link that displays on the top-right side of the screen. <i>The User Registration screen displays.</i>

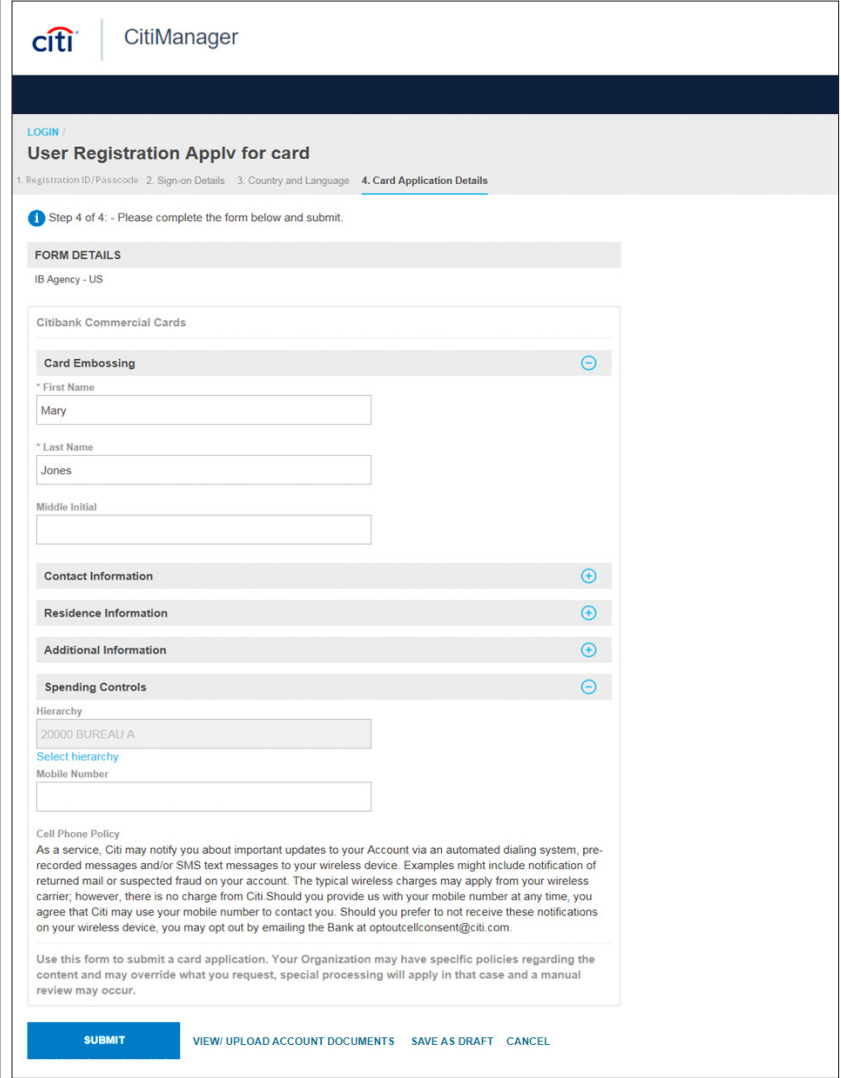
Screen	Step/Action
 <p>The screenshot shows the 'User Registration' screen in CitiManager. It features the Citi logo and 'CitiManager' text at the top. Below a dark blue header, there's a 'LOGIN' link and the 'User Registration' title. A message states: 'Welcome to CitiManager. Please select the proper registration process for your organization. You should have received one of the following codes from your Program Administrator. If you do not have a code, please contact your Program Administrator.' Two radio buttons are present: 'Invitation Passcode' (unselected) and 'Prefilled Application Code' (selected). Below them are descriptive sentences for each option. At the bottom are 'CONTINUE' and 'CANCEL' buttons.</p>	<p>3. Select the Prefilled Application Code radio button and click the Continue button.</p> <p><i>The Registration ID/Passcode screen displays.</i></p>
<p>User Registration Screen</p>  <p>The screenshot shows the 'User Registration — Invitation Passcode/Inviter's Email Screen'. It includes the Citi logo and 'CitiManager' text. Below a dark blue header, there's a 'LOGIN' link and the 'User Registration' title. A progress bar shows four steps: '1. Registration ID/Passcode' (active), '2. Sign on Details', '3. Country and Language', and '4. Card Application Details'. A message states: 'You will be prompted in the next four steps to register for the CitiManager website and complete the card application. Step 1 of 4 - Please enter the Registration ID and passcode provided by your organization. Please contact your card program administrator if you do not have these details.' There are two input fields: '* REGISTRATION ID' containing '112g5j211n9d9s7' and '* REGISTRATION PASSCODE' with masked characters. At the bottom are 'CONTINUE', 'BACK', 'CLEAR', and 'CANCEL' buttons.</p>	<p>4. In the Registration ID field, type the Registration ID sent to your e-mail address by Citi.</p> <p>Note: The Registration ID field is case sensitive.</p> <p>5. In the Registration Passcode field, type the Registration Passcode sent to your e-mail address by Citi.</p> <p>Note: The Registration Passcode field is case sensitive.</p> <p>6. Click the Continue button.</p> <p><i>The User Registration — Sign-on Details screen displays.</i></p> <p>Note: All new Card Applicants are required to create a user profile for the CitiManager Site during the application process.</p>

Screen	Step/Action
	<p>7. In the Username field, type a username that meets the username requirements.</p> <p>Note: The username requirements display in a window as you type your username. A checkmark displays when the requirement is fulfilled.</p> <p>8. In the Password field, type a password that meets the password requirements.</p> <p>Note: The password requirements display in a window as you type your password. A checkmark displays when the requirement is fulfilled.</p> <p>9. In the Confirm Password field, retype the password.</p> <p>10. From the Helpdesk Verification Question drop-down list, select a verification question.</p> <p>Note: You may be asked this question by Citi when you contact the Help Desk for assistance.</p> <p>11. In the Helpdesk Verification Answer field, type the answer to the verification question you selected.</p> <p>12. In the Confirm Helpdesk Verification Answer field, re-type the Help Desk verification answer to the question you selected.</p> <p>13. Scroll to the Personal Information section and complete the fields.</p> <p>Note: An asterisk (*) indicates a required field.</p> <p>14. Click the Continue button.</p> <p><i>A confirmation message displays indicating your user ID has been created.</i></p> <p>Note: The CitiManager Site will send an e-mail confirming the registration and username created.</p>

User Registration Screen — Sign-on Details



Screen	Step/Action
<div></div> <p>Confirmation Message</p>	<p>15. Click the OK button.</p> <p><i>The User Registration Apply for Card — Card Application Details screen displays.</i></p> <p>Note: If your company is configured for multiple companies and languages, the Country and Language screen will display. Select the applicable country and language and click the Continue button.</p>

Screen	Step/Action
	<p>16. Complete the required fields on the application.</p> <p>Note: An asterisk (*) indicates a required field. If you are unable to complete the required fields, you can save the application as a draft and return to it later.</p> <p>Note: If your company allows Cardholders to add attachments, such as training certificates or statements of understanding you can attach the documents during the application process. You can add a maximum of five attachments. Supported file types include jpg, jpeg, png and pdf. Each file must be 5MB or less. Scroll to the bottom of the screen and click the View/ Upload Account Documents link. When the View Account Documents screen displays, click the Add Document button. In the Document Name field, type the name of the document (there can be no special characters in the document name). Click the Browse button and navigate to the document you want to attach and click the Open button (there can be no special characters in the file name). When the document name displays in the Select File to Upload field, click the Upload button.</p> <p>17. Click the Submit button.</p> <p><i>An application submission confirmation message displays.</i></p> <p>18. Click the OK button.</p> <p><i>The CitiManager Site Login screen displays.</i></p> <p>Note: The application is sent to Citi for processing. You will receive your card in approximately 7-10 days.</p>

User Registration Apply for Card — Card Application Details



Register as a Cardholder

Key Concepts

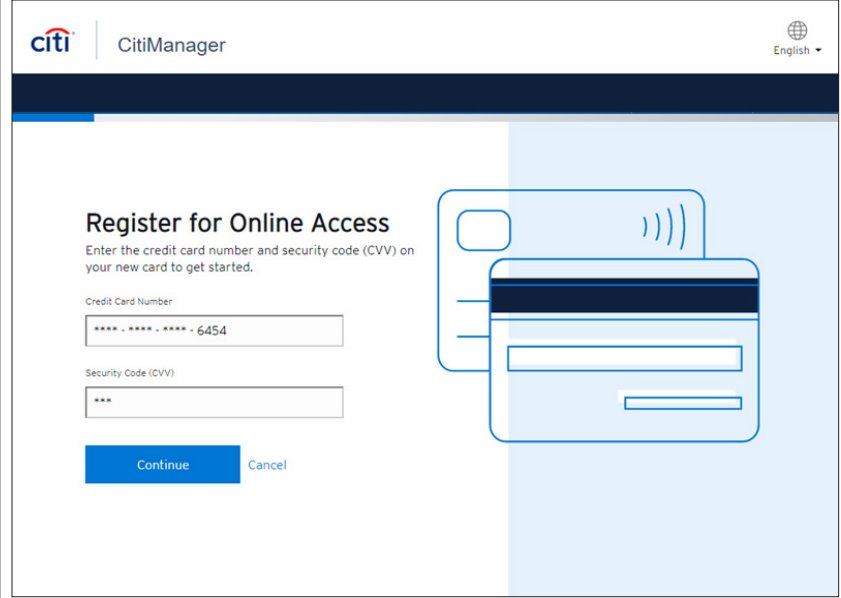
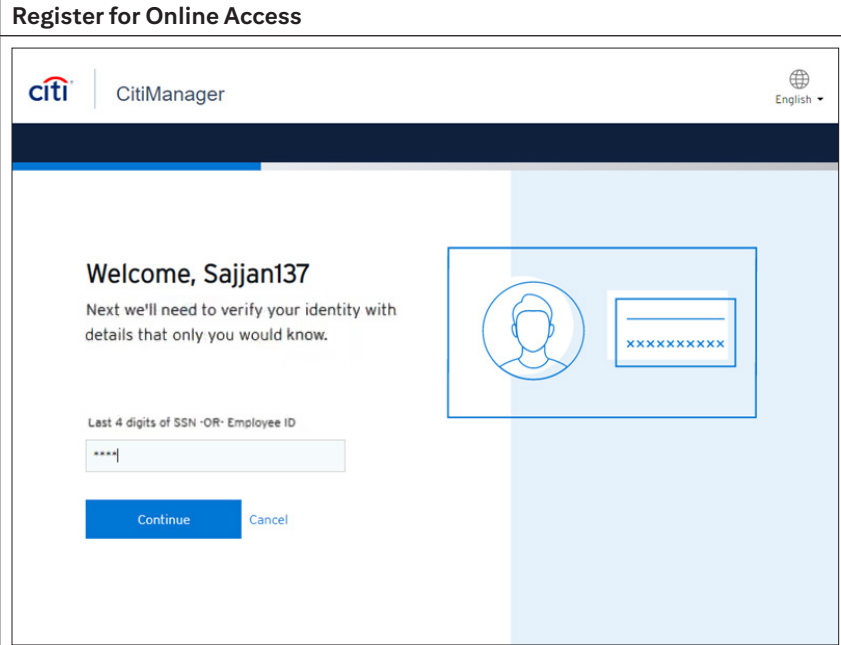
As a Cardholder it is possible to register for the CitiManager Site so you can view your account information, view statements and balances and perform other self-service tasks such as set your alerts or view your PIN.

To complete the registration process, you will need the following information:

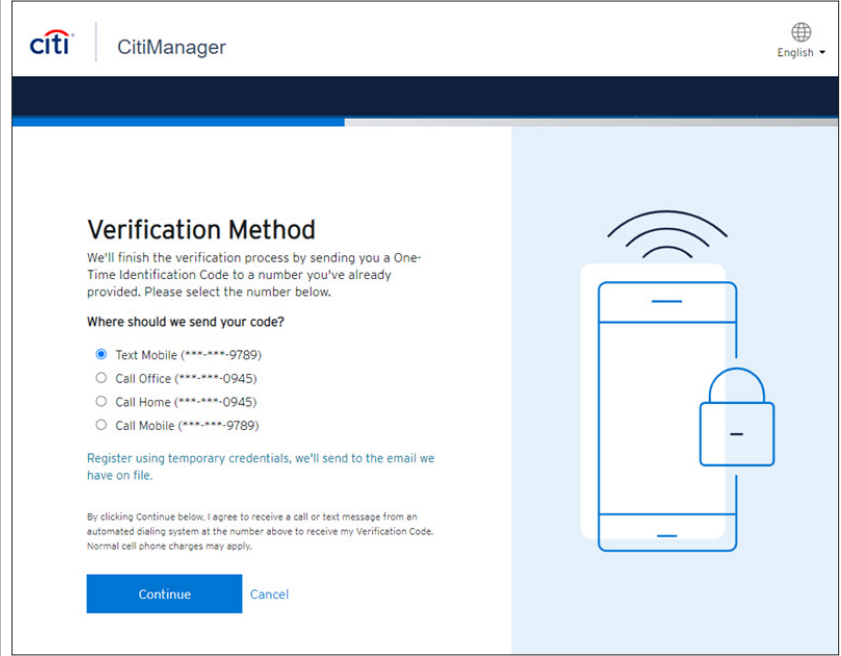
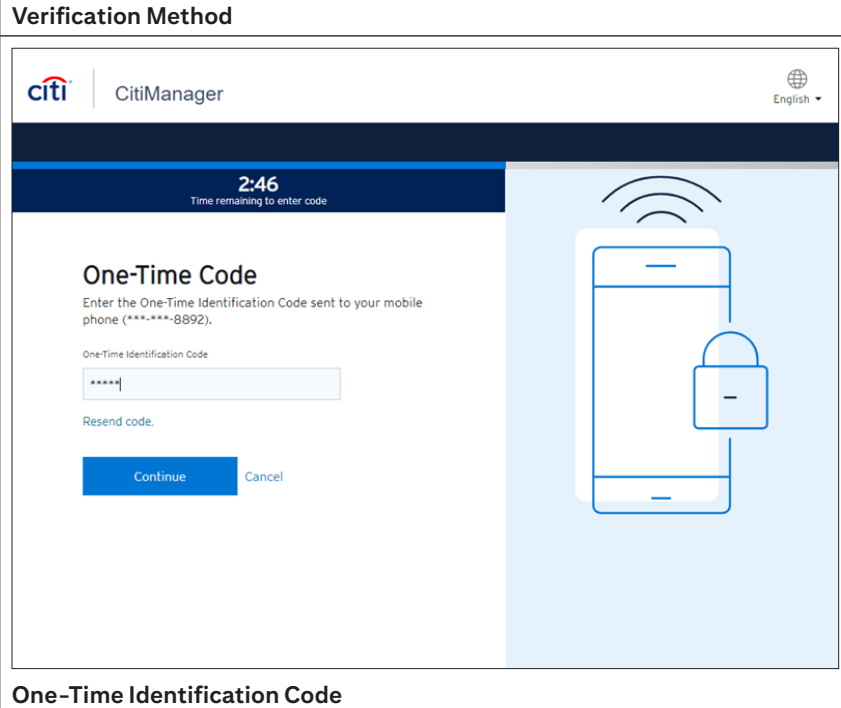
- Your credit card number.
- The CVV security code from the back of your credit card.
- The last four digits of your Employee ID/Social Security Number that were provided to you during the application process.

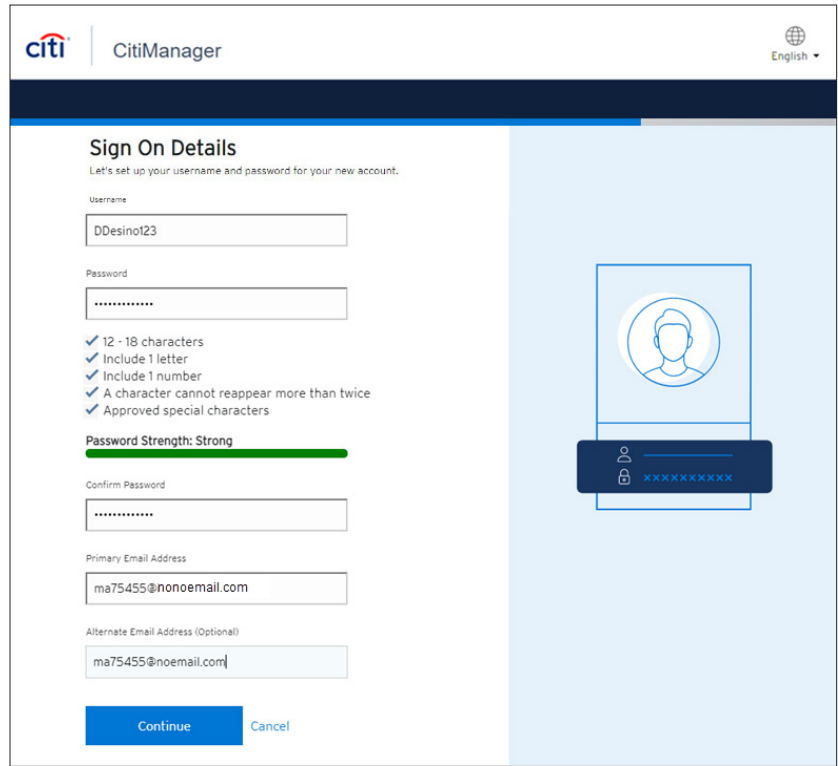
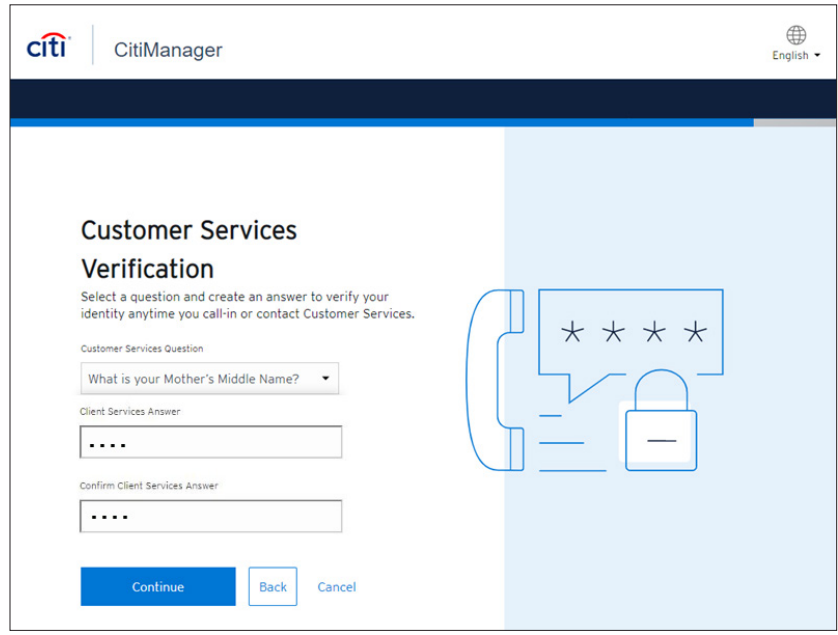
Step-by-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none">1. Navigate to citimanager.com/login. Note: If you clicked the Click to register today! link from the Welcome to CitiManager e-mail sent to you, start the registration process from Step 3.2. Click the Register as a Cardholder link. <i>The Register for Online Access screen displays.</i>

Screen	Step/Action
 <p>The screenshot shows the 'Register for Online Access' screen in CitiManager. It includes the Citi logo, a language dropdown set to 'English', and a heading 'Register for Online Access' with a subtext 'Enter the credit card number and security code (CVV) on your new card to get started.' There are two input fields: 'Credit Card Number' (with a masked value '**** * 6454') and 'Security Code (CVV)' (with a masked value '***'). Below these are 'Continue' and 'Cancel' buttons. An illustration of a credit card is shown on the right.</p>	<ol style="list-style-type: none"> In the Credit Card Number field, type your 16-digit credit card number. In the Security Code (CVV) field, type the CVV security code that displays on the back of your credit card. Click the Continue button. <p><i>The verify identity screen displays.</i></p>
 <p>The screenshot shows the 'Verify identity' screen in CitiManager. It includes the Citi logo, a language dropdown set to 'English', and a heading 'Welcome, Sajjan137' with a subtext 'Next we'll need to verify your identity with details that only you would know.' There is one input field labeled 'Last 4 digits of SSN -OR- Employee ID' (with a masked value '****'). Below it are 'Continue' and 'Cancel' buttons. An illustration of a person's head and shoulders next to a masked input field is shown on the right.</p>	<ol style="list-style-type: none"> In the Last 4 of Social — OR — Employee ID — OR — Date of Birth field, type the number that was provided by your company during the application process. This number is either the last four digits of your social security number (SSN) or the last four digits of your Employee ID depending on your agency/organization set-up. <p>Note: If you are a non-US Cardholder, the Date of Birth field displays. Type your date of birth in mm/dd/yyyy format or select it using the Calendar.</p> <ol style="list-style-type: none"> Click the Continue button. <p><i>The Verification Method screen displays.</i></p>

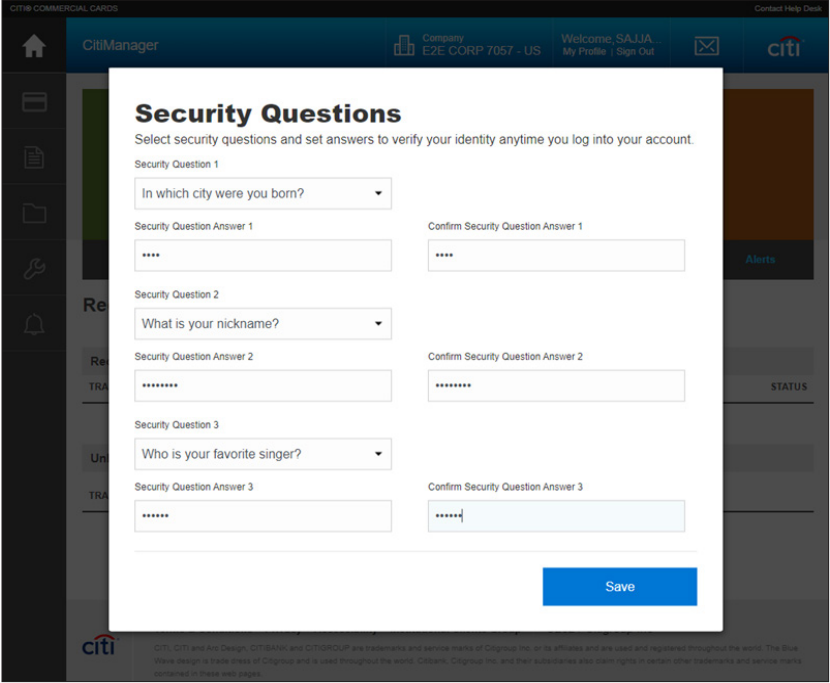
Last 4 of Social — Employee ID — Date of Birth

Screen	Step/Action
 <p>The screenshot shows the 'Verification Method' screen in CitiManager. At the top, there's a Citi logo and 'CitiManager' text, with a language dropdown set to 'English'. The main heading is 'Verification Method'. Below it, a message states: 'We'll finish the verification process by sending you a One-Time Identification Code to a number you've already provided. Please select the number below.' There are four radio button options: 'Text Mobile (*-**-***-9789)' (selected), 'Call Office (*-**-***-0945)', 'Call Home (*-**-***-0945)', and 'Call Mobile (*-**-***-9789)'. A note says: 'Register using temporary credentials, we'll send to the email we have on file.' At the bottom, there's a disclaimer: 'By clicking Continue below, I agree to receive a call or text message from an automated dialing system at the number above to receive my Verification Code. Normal cell phone charges may apply.' Two buttons, 'Continue' and 'Cancel', are at the bottom left. On the right, there's a graphic of a smartphone with a padlock icon and signal waves.</p>	<p>8. Select the radio button for the phone number where you want to receive the one-time passcode.</p> <p>Note: If you are not able to receive a one-time passcode using the available options, click the Register using temporary credentials, we'll send to the email we have on file link. The screen will refresh and a Registration ID and Passcode will be sent to your e-mail address. Enter your Registration ID and Passcode and continue to Step 12.</p> <p>9. Click the Continue button.</p> <p><i>The One-Time Code field screen displays.</i></p>
 <p>The screenshot shows the 'One-Time Code' screen in CitiManager. At the top, there's a Citi logo and 'CitiManager' text, with a language dropdown set to 'English'. A dark blue bar at the top left shows a timer: '2:46' with 'Time remaining to enter code' below it. The main heading is 'One-Time Code'. Below it, a message states: 'Enter the One-Time Identification Code sent to your mobile phone (*-**-***-8892)'. There is a text input field labeled 'One-Time Identification Code' containing '****'. Below the field is a 'Resend code.' link. Two buttons, 'Continue' and 'Cancel', are at the bottom left. On the right, there's a graphic of a smartphone with a padlock icon and signal waves.</p>	<p>10. In the One-Time Identification Code field, type the one-time passcode code that was sent to the option selected.</p> <p>Note: The one-time passcode expires after three minutes and you have six attempts to enter it correctly. The time remaining displays at the top of the screen. If time expires before the one-time passcode is entered correctly, a message window displays. Click the Try Again button and then click the Resend code link to have a code sent again.</p> <p>11. Click the Continue button.</p> <p><i>The Sign On Details screen displays.</i></p>

Screen	Step/Action
 <p>The Sign On Details screen shows fields for Username, Password, Confirm Password, Primary Email Address, and Alternate Email Address (Optional). The Password field has a strength indicator showing 'Strong'. The Primary Email Address is pre-populated with 'ma75455@nonoemail.com'.</p>	<p>12. In the Username field, type a username that meets the requirements.</p> <p>Note: If the username you entered already exists, you will be asked to enter a different one.</p> <p>13. In the Password field, type a password that meets the requirements.</p> <p>14. In the Confirm Password field, re-type the password.</p> <p>15. In the Primary Email Address field, verify the e-mail address that is pre-populated based on the e-mail address provided during the application process and update it if necessary.</p> <p>Note: This is the e-mail address that will be used as your primary e-mail address in your CitiManager Site Profile.</p> <p>16. In the Alternate Email Address (Optional) field, type an alternate e-mail address.</p> <p>Note: This is an optional field. The alternate e-mail address can be used for alerts.</p>
<p>Sign On Details</p>	<p>17. Click the Continue button.</p> <p><i>The Client Services Verification screen displays.</i></p>
 <p>The Customer Services Verification screen shows a dropdown for 'Customer Services Question' (selected: 'What is your Mother's Middle Name?'), a 'Client Services Answer' field, and a 'Confirm Client Services Answer' field. The 'Continue' button is highlighted.</p>	<p>18. From the Client Services Question drop-down list, select the question that will be used to verify your identity when you call Customer Service.</p> <p>19. In the Client Services Answer field, type the answer to the question you selected.</p> <p>Note: This is a free-form field and it is not case sensitive.</p> <p>20. In the Confirm Client Services Answer field, re-type the answer to the question you selected.</p> <p>21. Click the Continue button.</p> <p><i>The Review and Register screen displays.</i></p>
<p>Customer Services Verification</p>	

22



Screen	Step/Action
	<p>24. Select, answer and confirm three challenge questions and click the Save button.</p> <p><i>The CitiManager Site Home screen displays.</i></p> <p>Note: You cannot select a challenge question more than once.</p>

Log In/Out of the CitiManager Site

Key Concepts

In order to access your account information in the CitiManager Site, you must login to the application using a valid username and password and then you may be asked to answer a challenge question. Based on your organization’s set-up, you may be required to enter a one-time passcode (OTP) instead of answering a challenge question.

If you cannot remember your username or password, refer to the **Retrieve Forgotten Username** or **Reset Forgotten Password** topics in this user guide.

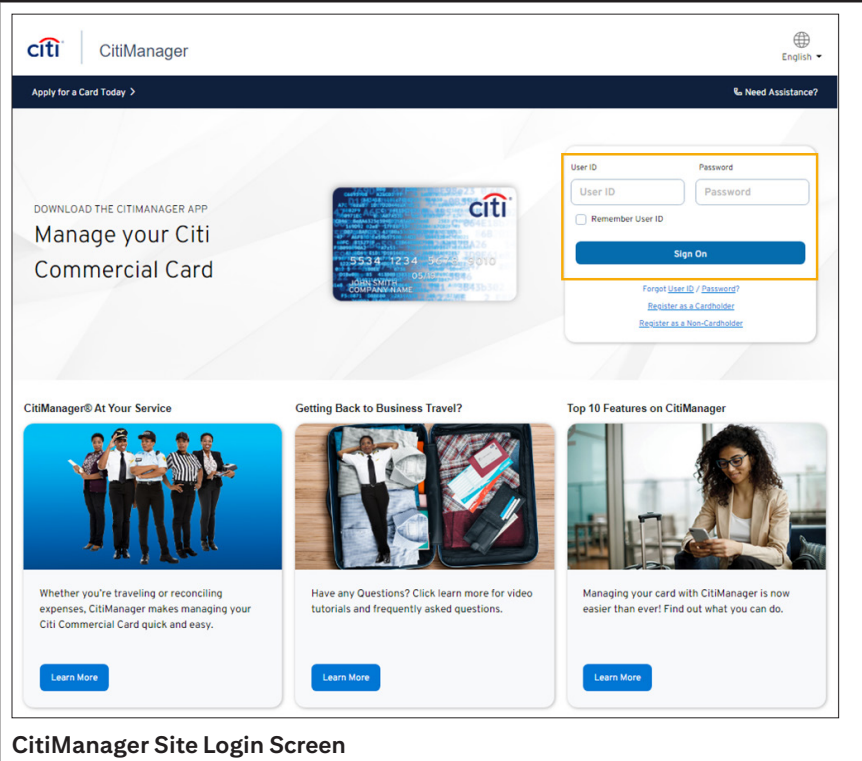
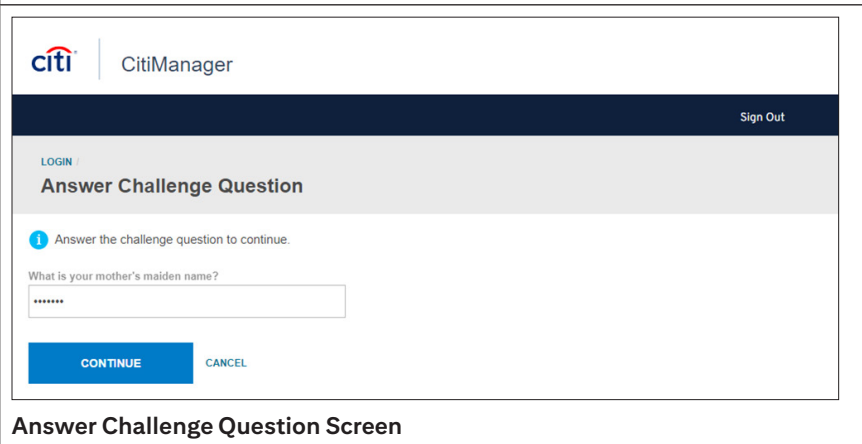
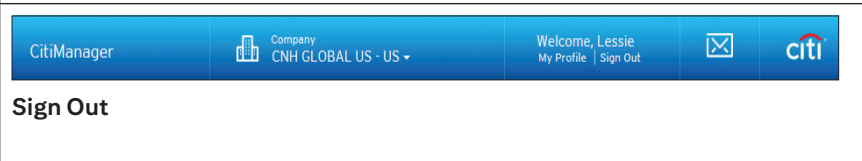
If you need additional information about CitiManager Site registration, refer to the **Register as a Cardholder** topic in this user guide.

When logging out of the CitiManager Site, be sure to use the **Sign Out** link so the system closes all your current session information properly.

Do not close the CitiManager Site by clicking the browser or tab **Close [X]** button. Even though the browser/tab closes, your session remains open. You will either need to clear your cache or close your browser to end the session.

You will be automatically logged out of the CitiManager Site after 15 minutes of inactivity. If you receive an expiration warning message, you can click the **OK** button to keep your session open.

Step-by-Step Instructions

Screen	Step/Action
 <p>The screenshot shows the CitiManager login page. At the top, there's a header with the Citi logo and 'CitiManager'. Below it, a dark blue bar contains 'Apply for a Card Today >' and 'Need Assistance?'. The main content area features a large image of a Citi Commercial Card on the left and a login form on the right. The login form has fields for 'User ID' and 'Password', a 'Remember User ID' checkbox, and a 'Sign On' button. Below the form are links for 'Forgot User ID / Password?', 'Register as a Cardholder', and 'Register as a Non-Cardholder'. At the bottom, there are three promotional tiles: 'CitiManager® At Your Service', 'Getting Back to Business Travel?', and 'Top 10 Features on CitiManager', each with a 'Learn More' button.</p> <p>CitiManager Site Login Screen</p>	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen, type your User ID and Password in the required fields. 3. Click the Sign On button. <p><i>The Answer Challenge Question screen displays.</i></p> <p>Note: If the One-time Passcode receipt option screen displays, select how you would like to receive your one-time passcode (the text option is recommended provided your mobile phone number is current in your profile) and click the Continue button. When the eight-digit code is received, type it in the field displayed on the CitiManager Site One-time Passcode screen and click the Continue button.</p>
 <p>The screenshot shows the 'Answer Challenge Question' screen. It has a header with the Citi logo and 'CitiManager'. Below it, a dark blue bar contains 'Sign Out'. The main content area has a 'LOGIN' section with the title 'Answer Challenge Question'. Below the title, there's an instruction: 'Answer the challenge question to continue.' followed by a text input field with the prompt 'What is your mother's maiden name?'. At the bottom, there are 'CONTINUE' and 'CANCEL' buttons.</p> <p>Answer Challenge Question Screen</p>	<ol style="list-style-type: none"> 4. In the challenge question field, type the answer to the challenge question. 5. Click the Continue button. <p><i>The CitiManager Site Home screen displays. You have successfully logged into the CitiManager Site.</i></p>
 <p>The screenshot shows the 'Sign Out' screen. It has a header with the Citi logo and 'CitiManager'. Below it, a dark blue bar contains 'Sign Out'. The main content area has a 'Welcome, Lessie' message with links for 'My Profile' and 'Sign Out'. At the bottom, there's a 'Sign Out' button.</p> <p>Sign Out</p>	<ol style="list-style-type: none"> 6. When you are ready to log out, from the CitiManager Site header, click the Sign Out link. <p><i>The screen refreshes and the CitiManager Site Login screen displays.</i></p>



Reset Forgotten Password

Key Concepts

If you forget your password, you will need to reset it to log in to the CitiManager Site.

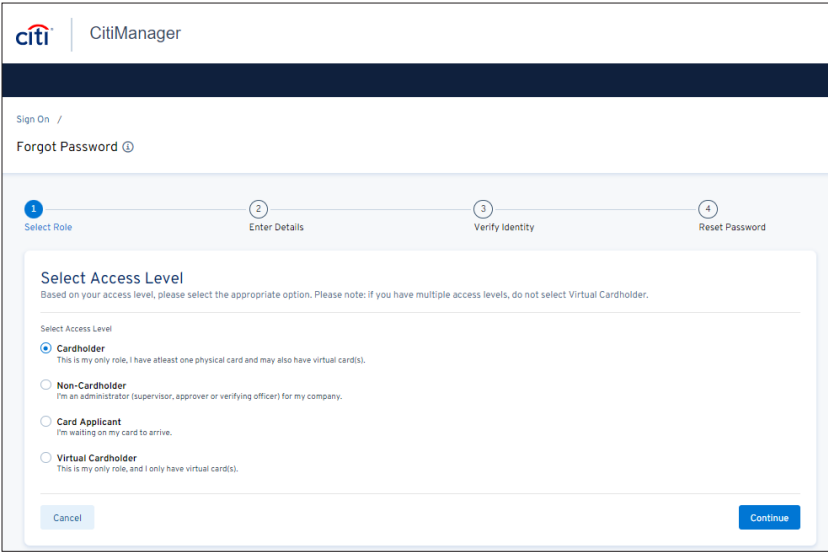
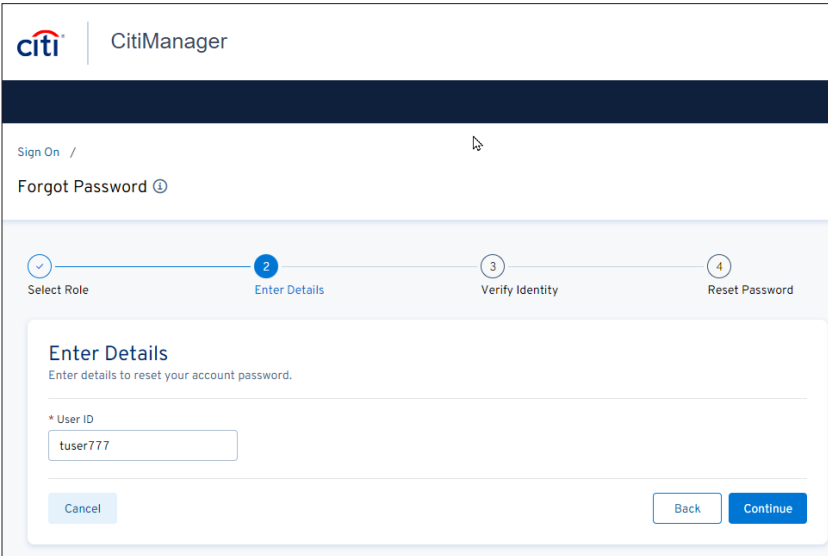
To retrieve your password, the following information is required:

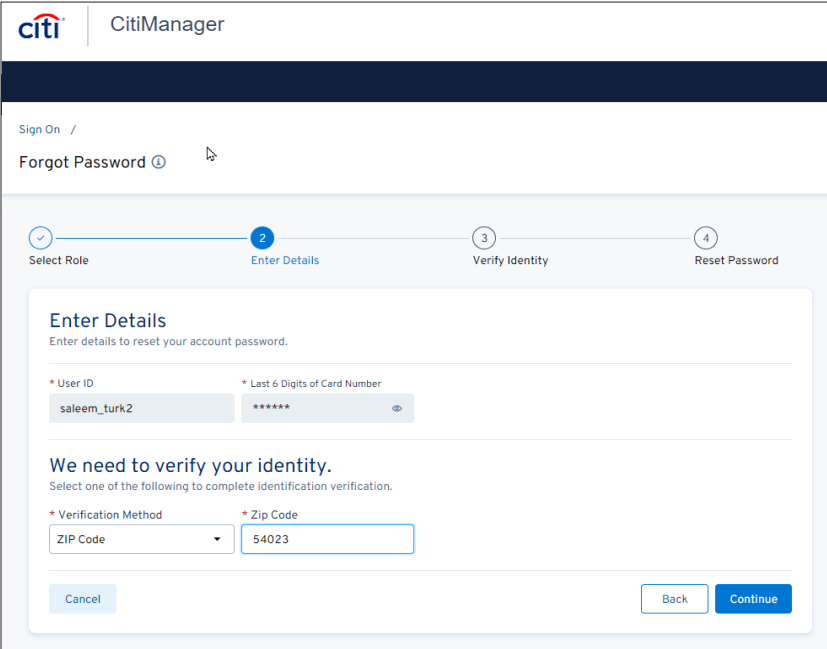
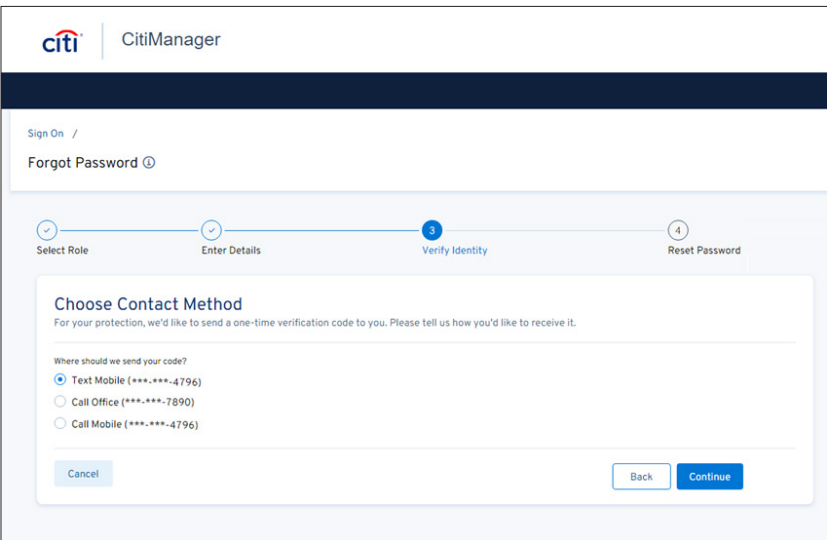
- A valid User ID (Username)
- The last six digits of your account number if you have multiple card accounts. If you only have one card account, the last six digits of your account number are not required.
- Challenge question answer, zip code or date-of-birth associated with your card account to verify your identity

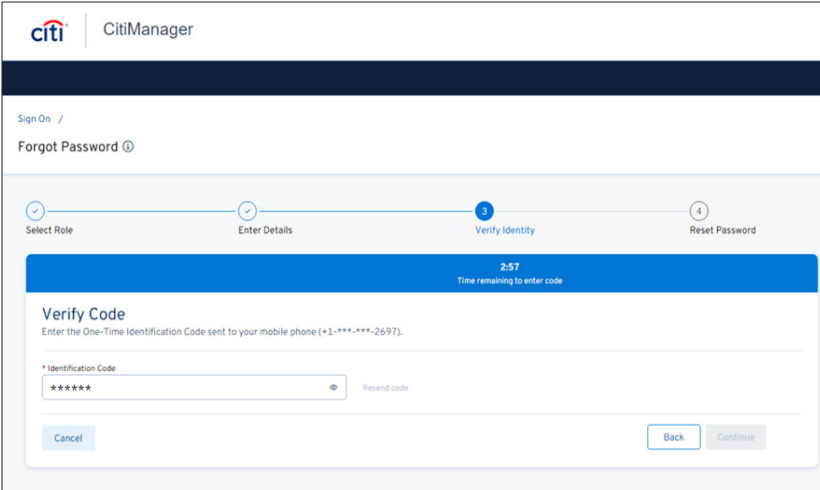
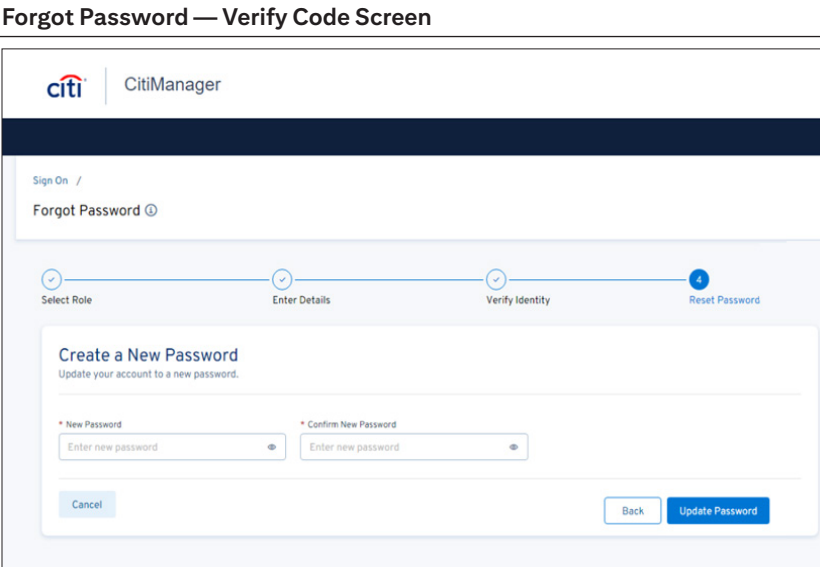
You can also contact your Program Administrator for help retrieving your password.

Step-by-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none">1. Navigate to citimanager.com/login. <i>The CitiManager Site Login screen displays.</i>2. Click the Forgot Password? link. <i>The Forgot Password — Select Access Level screen displays.</i>

Screen	Step/Action
	<p>3. From the Select Access Level options, click the Cardholder radio button and click the Continue button.</p> <p><i>The Forgot Password — Enter Details screen displays.</i></p>
	<p>4. In the User ID field, type your username.</p> <p>Note: If you have more than one card account, you will also need to type the last six digits of the account number in the Last 6 Digits of Card Number field.</p> <p>5. Click the Continue button.</p> <p><i>The Forgot Password — Enter Details Screen — Verify Identity fields display.</i></p>

Screen	Step/Action
 <p>Forgot Password — Enter Details Screen — Verify Identity Fields</p>	<p>6. From the Verification Method drop-down list, select how you would like to verify your identity.</p> <p>Note: You can choose to answer a challenge question or enter your zip code or date-of-birth. If your challenge questions have not been set-up or your date-of-birth or zip code have not been associated with your card account, they will not display as an option from the drop-down list. You have three attempts to validate your identity accurately and then your account will be locked. Contact your Program Administrator or call the number on the back of your card for assistance.</p> <p><i>The verification field displays.</i></p> <p>7. Type the answer to the verification question and click the Continue button.</p> <p><i>The Forgot Password — Choose Contact Method screen displays.</i></p>
 <p>Forgot Password — Choose Contact Method Screen</p>	<p>8. Select the radio button for the desired receipt option for a one-time-passcode and click the Continue button.</p> <p><i>The Forgot Password — Verify Code screen displays.</i></p>

Screen	Step/Action
 <p>Forgot Password — Verify Code Screen</p>	<p>9. In the Identification Code field, type the OTP that was sent you and click the Continue button.</p> <p><i>The Forgot Password — Create a New Password screen displays.</i></p>
 <p>Forgot Password — Create a New Password Screen</p>	<p>10. In the New Password field, type your new password.</p> <p>11. In the Confirm New Password field, re-type your new password.</p> <p>12. Click the Update Password button.</p> <p><i>A confirmation message displays on the CitiManager Site Login screen indicating your password has been reset.</i></p>

Retrieve Forgotten User ID (Username)

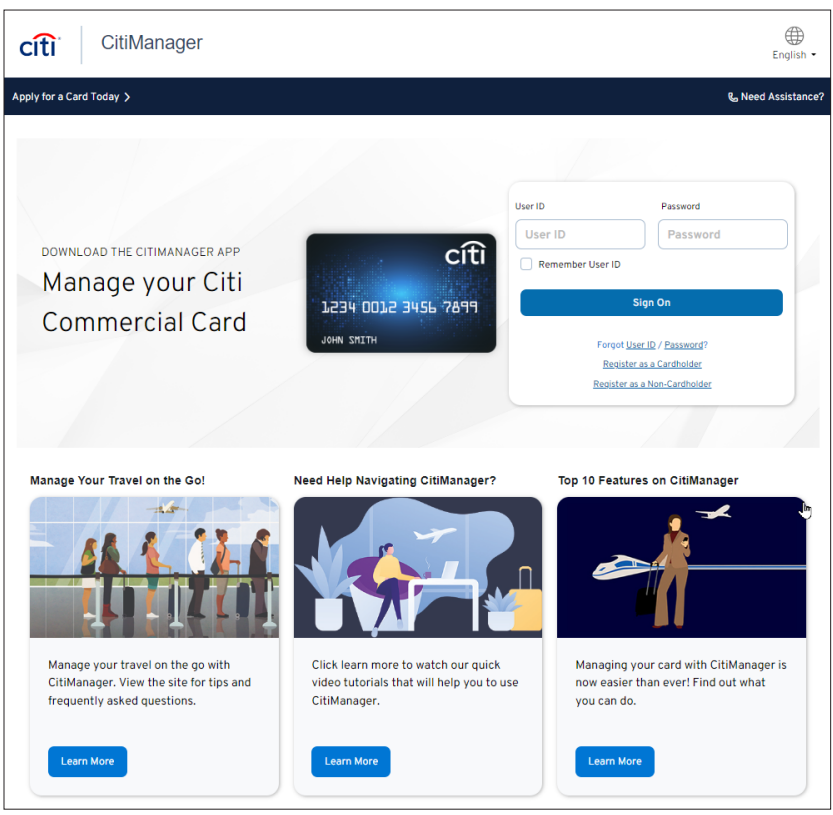
Key Concepts

If you forget your User ID (Username), you will need to retrieve it to log into the CitiManager Site. When you are finished submitting the request, your User ID will be sent to your e-mail address.

To retrieve your User ID, the following information is required:

- Your full account number and the CVV (Card Verification Value) that displays on your card
- The embossed name as it appears on your card
- Challenge question answer, zip code or date-of-birth to verify your identity

Step-by-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none"> 1. Navigate to www.citimanager.com/login. <i>The CitiManager Site Login screen displays.</i> 2. Click the Forgot User ID link. <i>The Forgot User ID — Select Access Level screen displays.</i>

CitiManager Site Login Screen



Screen	Step/Action
<div></div> <p>Forgot User ID — Select Access Level Screen</p>	<p>3. From the Select Access Level options, click the Cardholder radio button and then click the Continue button.</p> <p><i>The Forgot User ID — Enter Details screen displays.</i></p>
<div></div> <p>Forgot User ID — Enter Details Screen</p>	<p>4. In the Full Card Number field, type your full card number.</p> <p>5. In the CVV Code field, type the CVV that displays on your card.</p> <p>6. Click the Continue button.</p> <p><i>The Forgot User ID — Enter Details Screen — Verify Identity fields display.</i></p> <p>Note: You have three attempts to enter valid account information and then your account will be locked. Contact your Program Administrator or call the number on the back of your card for assistance.</p>



Screen	Step/Action
<div></div> <p>Forgot User ID — Enter Details Screen — Verify Identity Fields</p>	<p>7. From the Verification Method drop-down list, select how you would like to verify your identity.</p> <p>Note: You can choose to answer a challenge question or enter your zip code or date-of-birth. If your challenge questions have not been set-up or your date-of-birth or zip code have not been associated with your card account, they will not display as an option from the drop-down list. You have three attempts to validate your identity accurately and then your account will be locked. Contact your Program Administrator or call the number on the back of your card for assistance.</p> <p><i>The verification field displays.</i></p> <p>8. Type the answer to the verification question and click the Continue button.</p> <p><i>The Forgot User ID — Choose Contact Method screen displays.</i></p>
<div></div> <p>Forgot User ID — Choose Contact Method Screen</p>	<p>9. Select the radio button for the desired receipt option for a one-time-passcode and click the Continue button.</p> <p><i>The Forgot User ID — Verify Code screen displays.</i></p>



Screen	Step/Action
<div></div> <p>Forgot User ID — Verify Code Screen</p>	<p>10. In the Identification Code field, type the OTP that was sent you and then click the Continue button.</p> <p><i>The Forgot User ID — View User ID screen displays and your User ID displays in the Retrieve User ID field. Your User ID is also sent to the e-mail address on file.</i></p>
<div></div> <p>Forgot User ID — View User ID Screen</p>	<p>11. To navigate to the CitiManager Site Login screen, click the Sign On button.</p> <p>Note: Click the Copy button to copy your User ID. Click the Forgot Password button to reset your password.</p>

My Profile

Update User Preferences

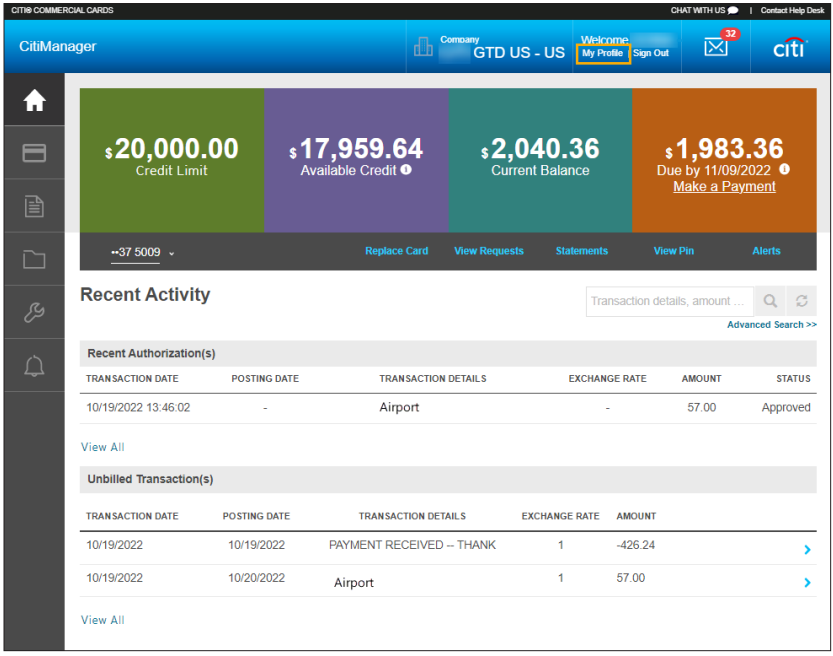
Key Concepts

It is possible to update the following CitiManager Site user preferences:

- Help Desk verification question and answer
- Language
- Hierarchy Sorting (Unit name or number)
- Date Format
- Time Format
- Time Zone
- Currency Format

The Help Desk verification question/answer may be used to confirm your status with Citi when you call the Help Desk.

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site header, click the My Profile link that displays under your name. <i>The My Profile — User Preferences screen displays.</i>



Screen	Step/Action
<div><div><div><div>CitiManager</div><div>Company CE DOD TRAVEL IB - US</div><div>Welcome, CE My Profile Sign Out</div></div><div><div>HOME /</div><div>My Profile: User Preferences</div></div><div><div>CONTACT INFORMATION</div><div>CARD MAINTENANCE</div><div>USER ROLE AND HIERARCHY</div><div>ENTITLEMENTS</div><div>USER PREFERENCES</div><div>CHANGE PASSWORD</div><div>RESET CHALLENGE QUESTIONS</div><div>MERGE USERNAMES</div><div>CHANGE PRIMARY COMPANY</div><div>LINK/UNLINK CARD ACCOUNT</div><div>ASSIGN/UNASSIGN ALTERNATE USER</div><div>APPLY FOR NEW CARD</div><div>REQUEST HISTORY</div><div>CITIMANAGER LOG IN HISTORY</div></div><div><div>Update your preferences. The fields marked with an asterisk (*) are mandatory.</div><div><div>* SELECT YOUR HELP DESK VERIFICATION QUESTION</div><div>Mother's Maiden Name</div></div><div><div>* YOUR ANSWER</div><div>****</div></div><div><div>* CONFIRM YOUR ANSWER</div><div>****</div></div><div><div>PREFERRED LANGUAGE (FOR CORRESPONDENCE)</div><div>ENGLISH</div></div><div><div>* PREFERRED HIERARCHY SORTING</div><div>UNIT NUMBER</div></div><div><div>PREFERRED DATE FORMAT</div><div>MM/DD/YYYY</div></div><div><div>PREFERRED TIME FORMAT</div><div>12hr clock</div></div><div><div>PREFERRED TIME ZONE</div><div>PST-Pacific Standard Time</div></div><div><div>PREFERRED CURRENCY FORMAT</div><div>System Default</div></div><div><div>SAVE CHANGES</div><div>UNDO CHANGES</div></div></div></div></div> <div><div>2. Make any necessary changes to your user preferences.</div><div><div>Note: An asterisk (*) indicates a required field.</div></div><div>3. When you are finished, click the Save Changes button.</div><div><div>A confirmation message displays at the top of the screen.</div></div></div>	

My Profile Screen — User Preferences

My Profile Screen — User Preferences

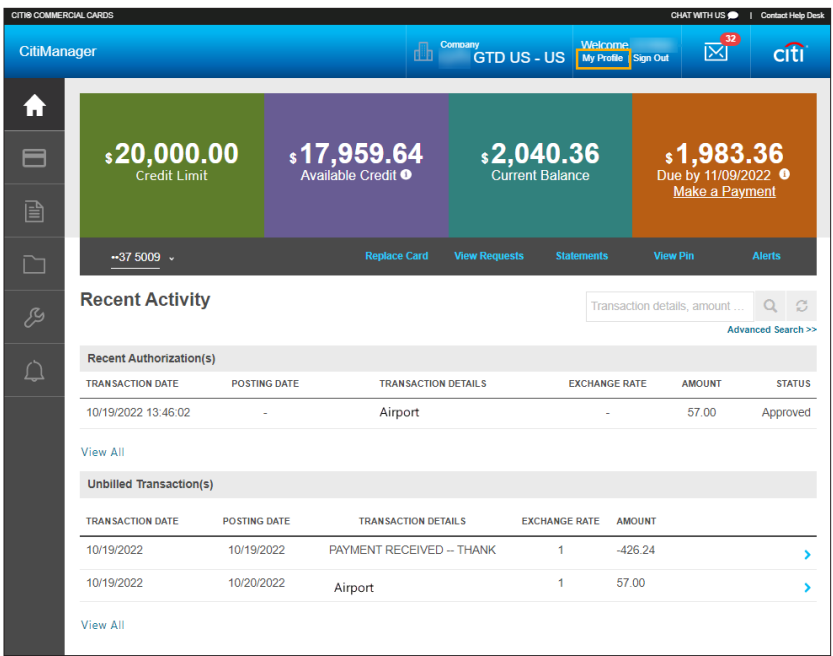
View Application and Maintenance Request History

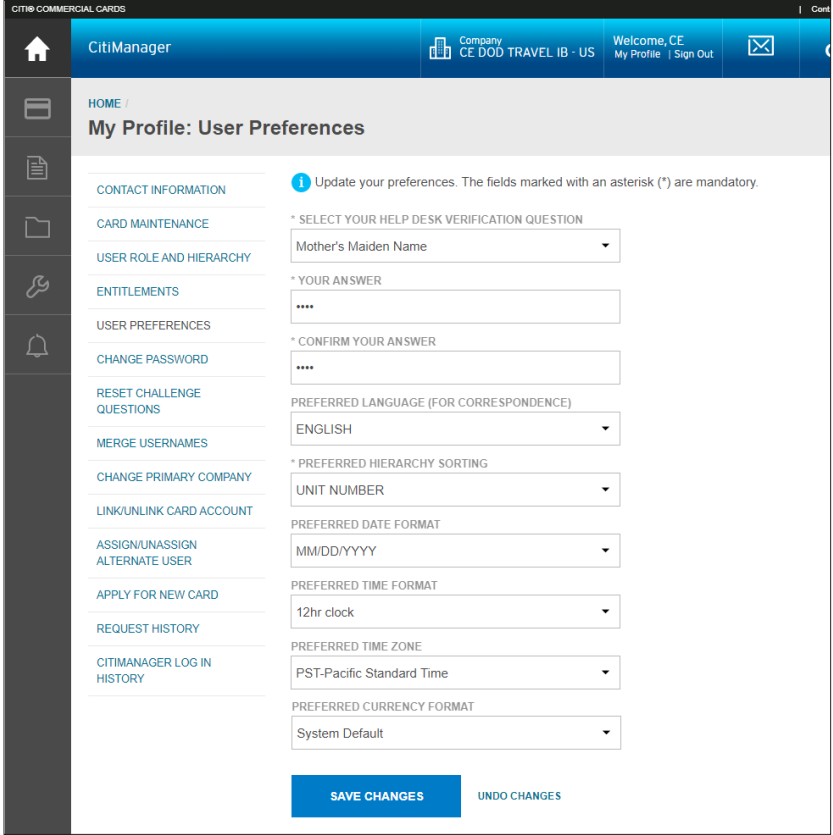
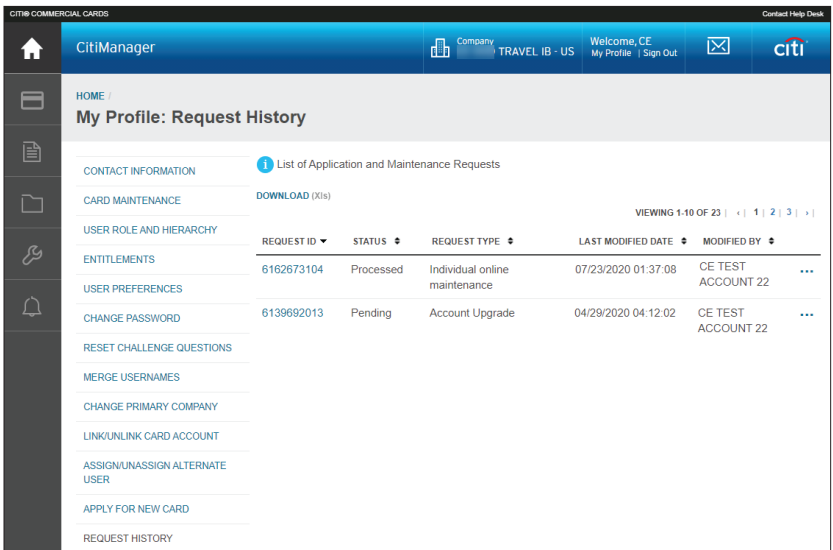
Key Concepts

You can view information about your account application and maintenance requests including the following information:

- Request ID
- Status
- Request Type
- The date the request was last modified
- Audit information such as which fields have changed, when they were updated and by whom.
- Hierarchy

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site header, click the My Profile link that displays under your name. <i>The My Profile — User Preferences screen displays.</i>

Screen	Step/Action
	<p>2. Click the Request History link.</p> <p><i>A list of application and maintenance requests display.</i></p> <p>Note: If there are no requests, a message displays indicating there are no requests for this user.</p>
My Profile — User Preferences Screen	
	<p>3. To sort requests, click on header in which you'd like to sort the requests.</p> <p>4. To view the hierarchy, expand the row for the desired request by clicking the ellipsis (...) link that displays to the right of the screen.</p> <p>5. To view the details of a specific request, from the Request ID column, click the link for the desired request.</p> <p><i>The application or maintenance request details display with the approval history.</i></p>
My Profile — Request History Screen	



Screen

CITI® COMMERCIAL CARDS

Home icon

CitiManager

Company icon

CompanyCE DOD TRAVEL IB - US

Welcome, CE

My Profile

Sign Out

Envelope icon

citi

HOME / MY PROFILE:REQUEST HISTORY / Request History

1

View Requests. Fields marked with the (\$) symbol are not real time fields. Fields marked with (+) indicate a previous maintenance request has been submitted but not yet processed.

Request Details

Request ID	Current status	LAST MODIFIED DATE	Form ID
6162673104	Processed	07/23/2020 01:37:08	35602

DOD CARD ACCOUNT MAINTENANCE -IBA

DEMOGRAPHICS

EXPIRATION DATE \$

2024/-06-30 00:00:00.0

FIRST NAME

CE

MIDDLE INITIAL

LAST NAME

TEST ACCOUNT 22

MAILING ADDRESS LINE 1

1 PENNS WAY

MAILING ADDRESS LINE 2

MAILING ADDRESS LINE 3

ALTERNATE EMPLOYER'S NAME

SUPERVISOR EMPLOYER'S ADDRESS

SUPERVISOR PHONE NUMBER

ADDITIONAL

DOD CARD ACCOUNT MAINTENANCE - IBA

Approval History

ACTION	DATE/TIME	APPROVER	RE-APPLY	DESCRIPTION
Approved	07/23/2020 01:37:09	Kevin.Smith@noeamail.com		

VIEW AUDIT LOG

VIEW ACCOUNT DOCUMENTS

CANCEL

Step/Action

6. To view additional information from the **Contact Information, Additional Information, Spending Controls** sections or to view the **CitiManager Cardholder Account Agreement**, click the **(+) plus sign** expand button from the section header as necessary.

7. To view the Audit Log, scroll to bottom of screen click the **View Audit Log** button.

The Audit Log displays.

My Profile — Request Details Screen

My Profile — Request Details Screen



Screen

CITI® COMMERCIAL CARDS

Contract Help Desk

CitiManager

Company
CE DOD TRAVEL IB - US

Welcome, CE
My Profile | Sign Out

✉

citi

HOME / MY PROFILE:REQUEST HISTORY /

View Audit Log

View applications and maintenance request audit history.

Viewing 1-10 of 22 | < | 1 | 2 | 3 | > |

Date & Time Of Change	Changed By	Type Of Update	Updated Field	Old Value	New Value	Messages	FIELD STATUS
07/23/2020 01:37:15 PM	SYSTEM	Status	NA		Processed		
07/23/2020 01:37:09 PM	SYSTEM	Status	NA	Initiate	Approved		
07/23/2020 01:37:15 PM	SYSTEM	Request	NA			Processor Messages	
07/23/2020 01:37:09 PM	SYSTEM	Field	Mailing Address Line 1	1 PENNS WAY			
07/23/2020 01:37:09 PM	SYSTEM	Field	Mailing City	NEW CASTLE			
07/23/2020 01:37:09 PM	SYSTEM	Field	Mailing Country	UNITED STATES OF AMERICA			

Audit Log Screen

Step/Action

8. When you are finished viewing the **Audit Log**, scroll to the bottom of the screen and click the **Back** button.

Statements

View and Download Recent Transactions

Key Concepts

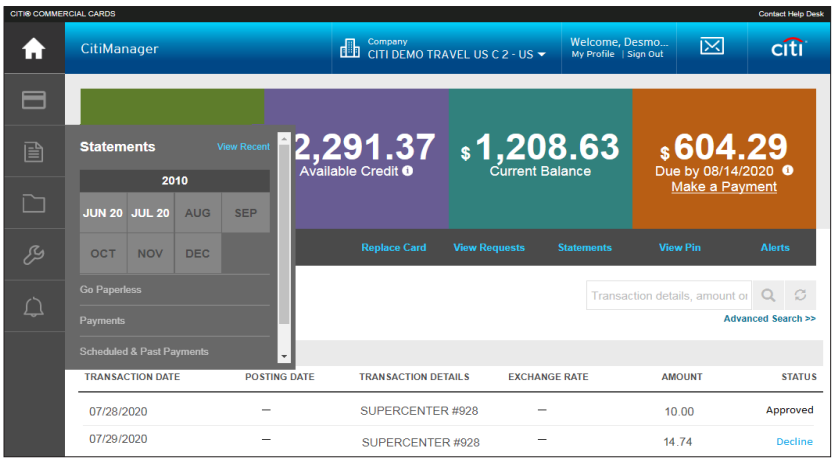
Recent unbilled transactions are transactions that have posted to your account but have not yet billed to a statement. The recent unbilled transactions that display will appear on your next statement. The information displayed on the **Recent** screen is not considered a final statement.

You can download transactions for individually or centrally billed accounts.

If you wish to print your recent transactions, it's recommended you download the transactions in Excel format. Once the document is open, you can print it by selecting **Print** from the **File** menu.

Step-by-Step Instructions

To View Recent Transactions

Screen	Step/Action
 <p>CitiManager Site Home Screen — View Recent Link</p>	<ol style="list-style-type: none"> From the CitiManager Site side navigation bar, position your mouse over the Statements button and then click the View Recent link that displays at the top of the fly-out menu. <p><i>The Statements — Recent screen displays. An overview of the account displays at the top of the screen. Recent activity displays at the bottom of the screen.</i></p> <p>Note: If you have more than one card account, click the account number drop-down arrow in the Statements header to toggle between accounts.</p>

Statements Screen — Recent Transactions/Search



Screen

The screenshot shows the CitiManager web interface. At the top, there's a navigation bar with 'CitiManager', 'Company: IB COMPANY - US', 'Welcome, JOHN C. My Profile | Sign Out', a notification icon with a red '1', and the Citi logo. Below this is a sidebar with icons for Home, Statements, Recent, and a search icon. The main content area is titled 'Statements' and shows a summary for 'STATEMENTS' with a reference number 'XX00-1076'. It includes tabs for 'RECENT', 'APR 2017', and 'FEB 2017'. A message states 'This is not your final statement.' Below this is an 'OVERVIEW FOR MAY 14 TO PRESENT' section with a table of transaction details. The table has columns for Card Number, Name on Card, Total Balance, Transaction Total, Next Statement Date, Balance as of, Total Debits Posted as of, Total Credits Posted as of, Total Payments Posted as of, Pending Authorizations, and Payment Due Date. Below the overview is a 'Recent Activities' section with a search bar containing 'Hotel' and a 'DOWNLOAD (PDF, CSV, XLS)' link. A table of recent transactions is shown, with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. The first transaction is dated 03/14/2017, for 'HOTELS' in 'NY' with an amount of 4.00. A 'More' link is available for this transaction. At the bottom, there are buttons for 'DISPUTE' and 'VIEW AUTHORIZATIONS'.

Statements Screen — Recent Transactions Additional Detail

Step/Action

3. To view additional transaction detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand.

The row expands and additional transaction details display.

Statements Screen — Recent Transactions Additional Detail



Step-by-Step Instructions

To Download Recent Transactions

Screen

HOME

Statements

STATEMENTS

XX00-1076

RECENT

APR 2017

FEB 2017

This is not your final statement.

OVERVIEW FOR MAY 14 TO PRESENT

CARD NUMBER XXXXXXXXXX667203	NAME ON CARD JOHN C CARD	TOTAL BALANCE \$ 2,258.20	TRANSACTION TOTAL \$ 2,258.20
NEXT STATEMENT DATE 05/14/2017	BALANCE AS OF 04/17/2017 \$ 0.00	TOTAL DEBITS POSTED AS OF 04/17/2017 \$ 0.00	TOTAL CREDITS POSTED AS OF 04/17/2017 \$ 0.00
TOTAL PAYMENTS POSTED AS OF 05/14/2017 \$ 0.00	PENDING AUTHORIZATIONS 05/14/2017 \$ 0.00	PAYMENT DUE DATE 05/23/2017	

Recent Activities

Hotel

ADVANCED SEARCH >>

DOWNLOAD (PDF, CSV, XLS)

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	DISPUTE
03/14/2017	03/14/2017	HOTELS	1	4.00	<input type="checkbox"/> ***

DISPUTE

VIEW AUTHORIZATIONS

Step/Action

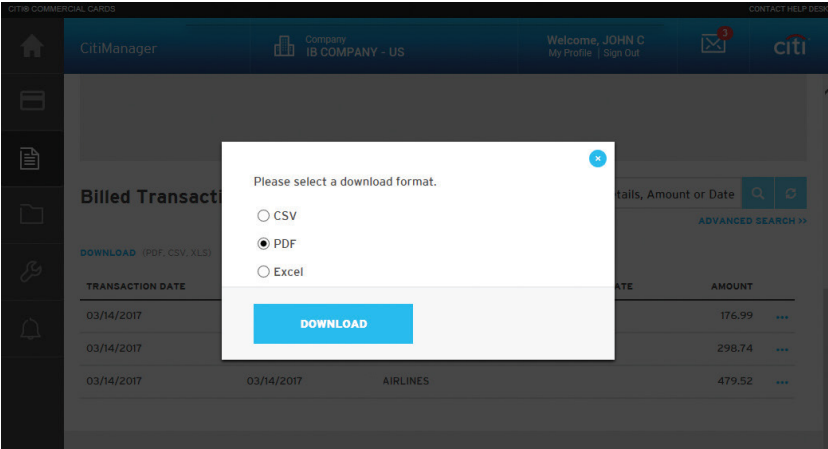
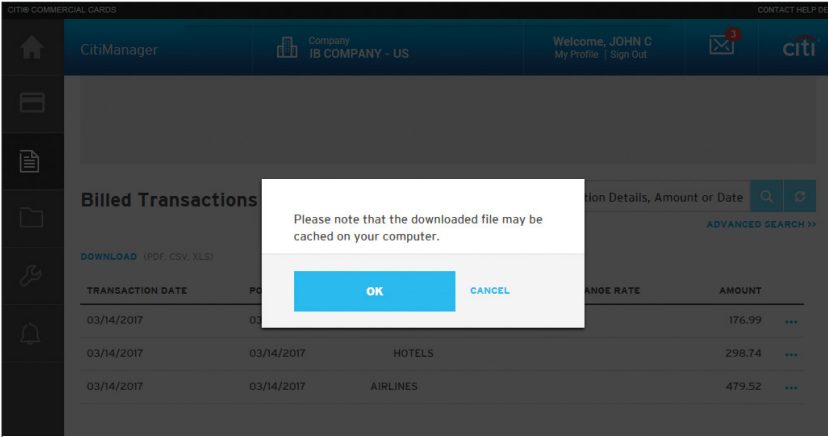
1. From the **Statements — Recent** screen, click the **Download** link that displays under the **Recent Activities** header.

The download options display in a new window.

Statements Screen — Recent Transactions Download Link

Statements Screen — Recent Transactions Download Link



Screen	Step/Action
	<p>2. Select the radio button for the desired download format and click the Download button.</p> <p>Note: The download options are Comma Separated Value (CSV) or Excel (XLS). Excel is the default option.</p> <p><i>A download message displays stating that the file will be cached to your computer.</i></p>
Statement Screen — Download Options	
	<p>3. Click the OK button.</p> <p><i>A message displays at the top of the screen indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i></p>
Statements Screen — Download Message	

Screen

The screenshot shows the CitiManager web application. At the top, there's a navigation bar with 'CitiManager', 'Company IB COMPANY - US', a welcome message for 'JOHN C', and a Citi logo. Below this is a green banner stating 'Your file is ready for download.' The main content area is titled 'Recent Activities' and includes a search bar with 'Transaction Details, Amount or Date' and an 'ADVANCED SEARCH' link. A table lists recent transactions with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, and Amount. The transactions are for RENTALS, HOTELS, and AIRLINES, all dated 03/14/2017. At the bottom, a dialog box asks 'Do you want to open or save Statement.pdf from cafeuat.cards.citidirect.com?' with 'Open', 'Save', and 'Cancel' buttons.

Statements Screen — Open Document

The screenshot displays a PDF of a Citibank Corporate Card Account Statement. The header includes 'CITIBANK CORPORATE CARD' and 'Account Statement' for 'Commercial Card Account SMTH'. It provides account inquiries (Toll Free, International, TDD/TTY) and the account number 'XXXX-XXXX-XX60-8888'. The document is divided into several sections: 'Summary of Account Activity' showing a previous balance of \$40.02 and a new balance of \$0.00; 'Payment Information' showing a payment due date of 10/30/2017 and a statement closing date of 10/05/2017; 'Credit Limit' showing a limit of \$10; and 'Transactions' listing recent purchases like 'BRECKENRIDGE' and 'LOLO JUICE BAR'. A 'FINANCE CHARGE SUMMARY' table at the bottom shows 0.00% rates for purchase and cash advances. The footer includes a note about the Annual Percentage Rate (APR) and a disclaimer about the daily and monthly rates.

Statement — PDF

Step/Action

- From the browser document option window, click the **Open** button.

The document opens in the selected format.

Note: Once the document is open, you can print it by selecting **Print** from the **File** menu.

View and Download Statements

Key Concepts

You can view either your current statement or a statement from the previous 36 months. You can also view recent transactions that have not billed to your statement.

The **Statements** screen displays the following information:

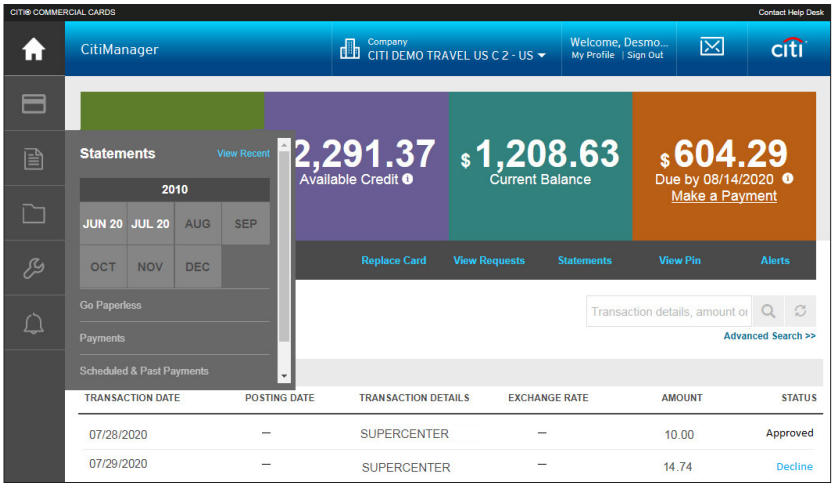
- An account, balance and payment overview
- A list of transactions that have billed to your account
- Transaction details

From the **Statements** screen you can also download your statement and dispute a transaction. You can download transactions for individually or centrally billed accounts.

If you wish to print your statement, it's recommended you download it in PDF format. Once the PDF document is open, you can print it by selecting **Print** from the **File** menu.

Step-by-Step Instructions

To View Statements and Transactions

Screen	Step/Action
 <p>CitiManager Site Home Screen — Select Statement Date</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site side navigation bar, position your mouse over the Statements button and then click the icon for the statement date you wish to view. Use the Back and Forward (< >) arrows to navigate between years. <i>The Statements screen displays for the month selected. Billed transactions display at the bottom of the screen.</i> Note: If you have more than one card account, click the account number drop-down arrow in the Statements header to toggle between accounts. To view transactions that have posted to your account but not yet to your statement, click the View Recent link.

Statements Screen — Search



Screen

The screenshot shows the CitiManager web interface. At the top, there's a navigation bar with 'CitiManager', 'Company IB COMPANY - US', a welcome message for 'JOHN C', and a Citi logo. Below this is a 'HOME / Statements' breadcrumb. The main section is titled 'STATEMENTS' with a sub-header 'XX00-1076'. It features four tabs: 'RECENT', 'APR 2017', 'MAR 2017' (selected), and 'FEB 2017'. A message states 'This is not your final statement.' Below this is an 'OVERVIEW FOR MAY 14 TO PRESENT' section with a table of transaction details. The table has four columns: CARD NUMBER, NAME ON CARD, TOTAL BALANCE, and TRANSACTION TOTAL. It also includes sections for NEXT STATEMENT DATE, BALANCE AS OF, TOTAL DEBITS POSTED AS, TOTAL CREDITS POSTED AS, TOTAL PAYMENTS POSTED AS, PENDING AUTHORIZATIONS, and PAYMENT DUE DATE. Below the overview is a 'Billed Transactions' section with a search bar containing 'Hotel' and a 'DOWNLOAD (PDF, CSV, XLS)' link. A table lists transactions with columns for TRANSACTION DATE, POSTING DATE, TRANSACTION DETAILS, EXCHANGE RATE, AMOUNT, and DISPUTE. The first transaction is dated 03/14/2017, posted on 03/14/2017, for 'HOTELS' with an amount of 4.00. A 'DISPUTE' button is visible next to the amount. Below the table, there's a 'More Information' link and a 'DISPUTE' button. At the bottom, there's a 'VIEW AUTHORIZATIONS' link.

Step/Action

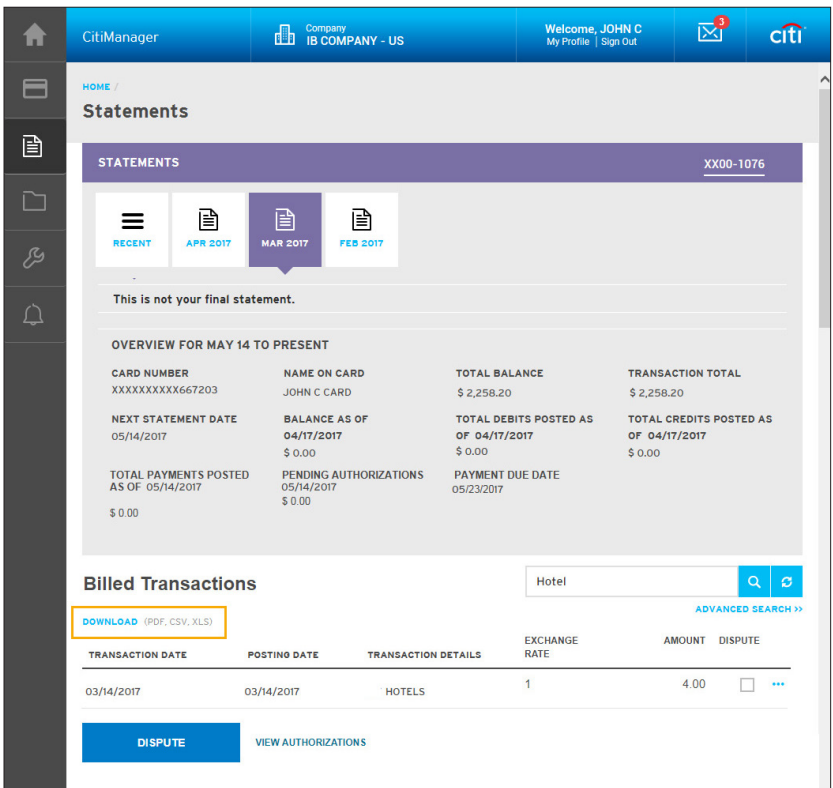
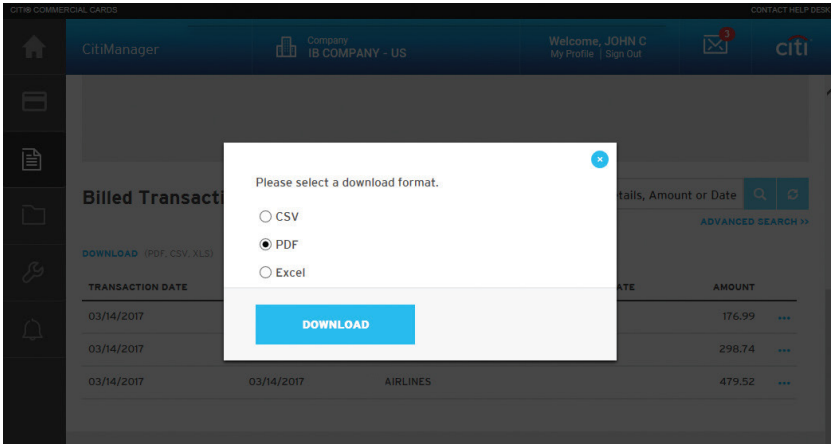
3. To view additional transaction detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand.
The row expands and additional transaction details display.

Statements Screen — Additional Transaction Detail

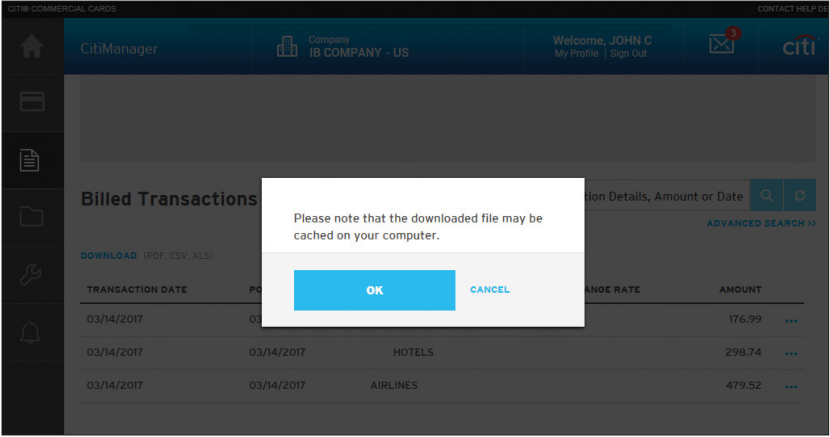
Statements Screen — Additional Transaction Detail

Step-by-Step Instructions

To Download Statements

Screen	Step/Action
 <p>Screen</p> <p>The screenshot shows the CitiManager interface. The top navigation bar includes 'CitiManager', 'Company IB COMPANY - US', and a welcome message for 'JOHN C'. The left sidebar contains navigation icons. The main content area is titled 'Statements' and shows a 'RECENT' tab. Below the tab, there is a section for 'OVERVIEW FOR MAY 14 TO PRESENT' with various financial metrics. The 'Billed Transactions' section is visible, showing a table with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. A 'DOWNLOAD (PDF, CSV, XLS)' link is highlighted in the table header.</p>	<p>1. From the Statements screen, click the Download link that displays under the Billed Transaction header.</p> <p><i>The download options display in a new window.</i></p>
<p>Statements Screen — Download Link</p>  <p>The screenshot shows the same CitiManager interface as the previous screen, but with a modal open for selecting a download format. The modal has the text 'Please select a download format.' and three radio buttons: 'CSV', 'PDF' (which is selected), and 'Excel'. A blue 'DOWNLOAD' button is at the bottom of the modal. The background shows the 'Billed Transactions' table with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute.</p>	<p>2. Select the radio button for the desired download format and click the Download button.</p> <p>Note: Download options include Comma Separated Value (CSV), Portable Document Format (PDF) or Excel. PDF is the default option.</p> <p>If you intend to print your statement, PDF is the recommended format.</p> <p><i>A download message displays stating that the file will be cached to your computer.</i></p>
<p>Statements Screen — Download Options</p>	



Screen	Step/Action
	<p>3. Click the OK button.</p> <p><i>A message displays at the top of the screen indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i></p>

Statements Screen — Download Message

Screen	Step/Action																				
<div><div><div><div><div></div><div>CitiManager</div></div><div><div></div><div>Company IB COMPANY - US</div></div><div><div>Welcome, JOHN C</div><div>My Profile Sign Out</div></div><div><div></div><div>3</div></div><div><div></div></div></div></div><div><div></div><div>Your file is ready for download.</div><div></div></div><div><div><div><div><div><div>Billed Transactions</div><div>Transaction Details, Amount or Date</div><div>ADVANCED SEARCH >></div></div><div>DOWNLOAD (PDF, CSV, XLS)</div><table><thead><tr><th>TRANSACTION DATE</th><th>POSTING DATE</th><th>TRANSACTION DETAILS</th><th>EXCHANGE RATE</th><th>AMOUNT</th></tr></thead><tbody><tr><td>03/14/2017</td><td>03/14/2017</td><td>RENTALS</td><td></td><td>176.99</td></tr><tr><td>03/14/2017</td><td>03/14/2017</td><td>HOTELS</td><td></td><td>298.74</td></tr><tr><td>03/14/2017</td><td>03/14/2017</td><td>AIRLINES</td><td></td><td>479.52</td></tr></tbody></table><div>Do you want to open or save Statement.pdf from cafeuat.cards.citidirect.com?</div><div><div>Open</div><div>Save</div><div>Cancel</div></div></div></div></div></div></div>	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	03/14/2017	03/14/2017	RENTALS		176.99	03/14/2017	03/14/2017	HOTELS		298.74	03/14/2017	03/14/2017	AIRLINES		479.52	<div>4. From the browser document option window, click the Open button.</div> <div>The document opens in the selected format.</div> <div>Note: Once the document is open, you can print it by selecting Print from the File menu.</div>
TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT																	
03/14/2017	03/14/2017	RENTALS		176.99																	
03/14/2017	03/14/2017	HOTELS		298.74																	
03/14/2017	03/14/2017	AIRLINES		479.52																	
Statements Screen — Open/Save Options																					

CITIBANK CORPORATE CARD

Account Inquiries:
Toll Free: 1-(800)-248-4553
International: 1-(504)-954-7314
TDD/TTY: 1-(877)-605-7276

Account Number: XXXX-XXXX-XX60-8888

Summary of Account Activity

Previous Balance	\$40.02
Payments	\$65.01
Credits	\$0.00
Purchases & Other Charges	\$24.99
Cash Transactions	\$0.00
Cash Transaction Fees	\$0.00
Interest Charges	\$0.00

Credit Limit

Available Credit Limit

Cash Advance Limit

Available Cash Advance Limit

Payment Information

New Balance	\$0.00
Past Due Amount	\$0.00
Disputed Amount	\$0.00
Amount Over Credit Limit	\$0.00
Minimum Payment Due	\$0.00
Payment Due Date	10/30/2017
Statement Closing Date	10/05/2017
Days in Billing Period	30

Send Notice of Billing Errors and Customer Service Inquiries to:
CITIBANK, N.A., PO BOX 6125, SIOUX FALLS SD 57117-6125

Transactions

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
09/07	09/03	5399	24652160248100438348888	1	80424 US 4.73
09/08	09/04	5812	24220000248900013806363	2	80424 US 20.26
09/14	09/14	0000	74485900258000000008889	3	65.01 PY

FINANCE CHARGE SUMMARY

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Type of Balance	Annual Percentage Rates	Periodic Rate*	Balance Subject to Finance Charges
PURCHASE AND FEES	0.00%	0.0000% / M	\$0.00

Make a Payment

Key Concepts

If your organization allows it, you can make an online payment. If paying from a Savings account and/or Credit Union, ensure your financial institution supports automated payments. For Canada, the CitiManager Site cannot be used to make payments.

Before you can make a payment online you must enter your banking account information. The required information includes:

- Your bank routing number
- Your checking or savings account number

You may choose from the following payment amount options:

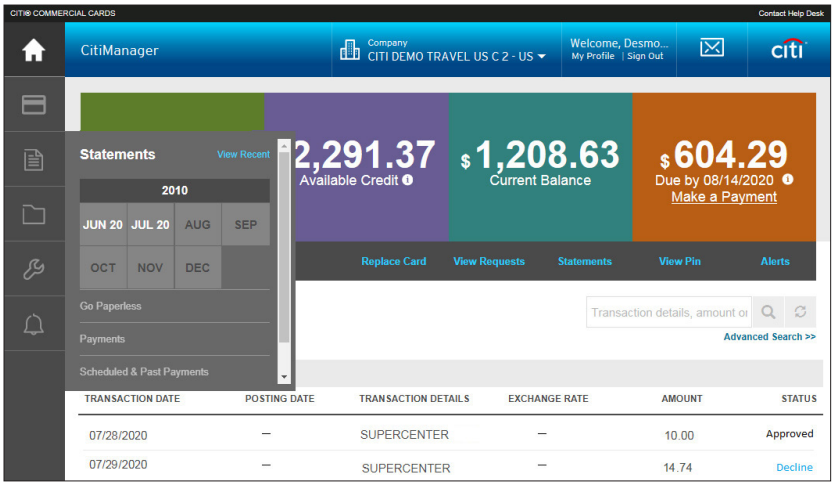
Payment requests received by 4:00 p.m. Eastern Time (ET) on a bank business day are posted to your Citibank Card account on the same day.

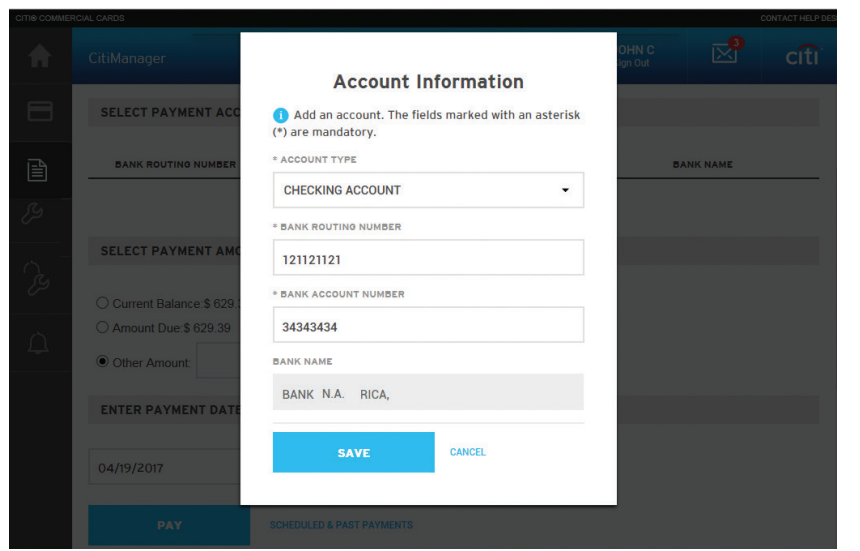
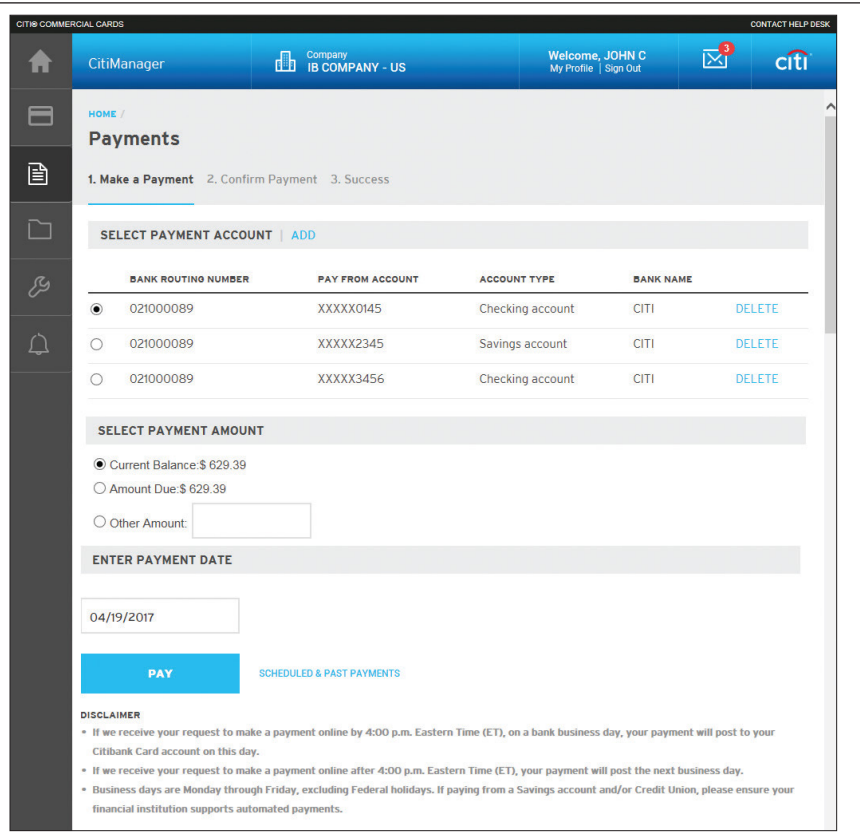
Payment requests received after 4:00 p.m. ET on a bank business day will post the next business day.

Business days are Monday through Friday, excluding federal holidays.

For additional information about viewing your payment history, refer to the **View Scheduled and Past Payments (View Payment History)** topic in this user guide.

Step-by-Step Instructions

Screen	Step/Action
 <p>Home Screen — Payments Link</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site side navigation bar, position your mouse over the Statements button and then click the Payments link. You can also click the Make a Payment link that displays on the Home screen (under Due in date) or on the Statements screen (under the Payment Due Date). <i>The Payments screen displays.</i> 2. Before you can make a payment online, your banking account information must be entered. If the desired pay from account information already exists, go to Step 7. To add a new pay from account, click the Add link from the Select Payment Account header and go to Step 3. <i>The Account Information window displays.</i>

Screen	Step/Action
	<ol style="list-style-type: none"> From the Account Type drop-down list, select the appropriate pay from account type. In the Bank Routing Number field, type the bank routing code for the account. Note: The bank name will automatically populate after you type a valid routing number. In the Pay From Account field, type the account number. Click the Save button. <i>The new bank account is added.</i> Note: To add another account, repeat Steps 3–6. To delete an existing account, select the radio button for the account and then click the Delete link that displays on the right side.
Payments Screen — Additional Transaction Detail	
	<ol style="list-style-type: none"> To select the desired pay from account, click the appropriate radio button. In the Select Payment Amount section, click the radio button for the desired payment option. If you selected Other amount, type the payment amount in the text entry field. To schedule a payment in the future, type a date or select it from the calendar. To submit your payment, click the Pay button. <i>The Confirm Payment screen displays.</i>
Payments Screen — Make a Payment	

Screen

CitiManager

Company
IB COMPANY - US

Welcome, JOHN C
My Profile | Sign Out

3

citi

HOME /

Payments

1. Make a Payment 2. Confirm Payment 3. Success

1

You have requested the following payment

PAY FROM ACCOUNT
XXXXX

ACCOUNT TYPE
Checking account

BANK ROUTING CODE
121212121

BANK NAME
CITI

AMOUNT
\$ 629.39

CONFIRM

CANCEL

DISCLAIMER

- If we receive your request to make a payment online by 4:00 p.m. Eastern Time (ET), on a bank business day, your payment will post to your Citibank Card account on this day.
- If we receive your request to make a payment online after 4:00 p.m. Eastern Time (ET), your payment will post the next business day.
- Business days are Monday through Friday, excluding Federal holidays. If paying from a Savings account and/or Credit Union, please ensure your financial institution supports automated payments.

11. Review your payment information and click the **Confirm** button.

The Success screen displays your payment information and a confirmation displays at the top of the screen.

Payments Screen — Confirm Payment

CitiManager

Company
IB COMPANY - US

Welcome, JOHN C
My Profile | Sign Out

3

citi

HOME /

Payments

1. Make a Payment 2. Confirm Payment 3. Success

REFERENCE NUMBER
089025

DATE OF POSTING
21-DEC-2016

DATE OF PAYMENT
04/19/2017

CARD NUMBER
XXXXXXXXXX560277

PAY FROM ACCOUNT/ACCOUNT
TYPE
XXXXX/ Checking

ACCOUNT TYPE
Checking account

BANK ROUTING CODE
021000089

BANK NAME
CITI

AMOUNT
\$ 629.39

OK

DISCLAIMER

- If we receive your request to make a payment online by 4:00 p.m. Eastern Time (ET), on a bank business day, your payment will post to your Citibank Card account on this day.
- If we receive your request to make a payment online after 4:00 p.m. Eastern Time (ET), your payment will post the next business day.
- Business days are Monday through Friday, excluding Federal holidays. If paying from a Savings account and/or Credit Union, please ensure your financial institution supports automated payments.

12. Click the **OK** button.

The Scheduled & Past Payments screen displays.

Payments Screen — Success

Alerts

Manage Alert Subscriptions

Key Concepts

As a Cardholder, you can set alerts so notifications are automatically sent via e-mail and/or to your mobile device when certain selected activity occurs on your account, for example, when statements are available and when payments are received.

There are two types of alerts to which you can subscribe:

- **Transactional Alerts** — An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of your credit limit is met.
- **Account Alerts** — An alert is sent when there are status changes to your account, for example when your address is changed or when your statement is available.

It is possible to enter up to five e-mail addresses and customize when you will receive your SMS alerts based on:

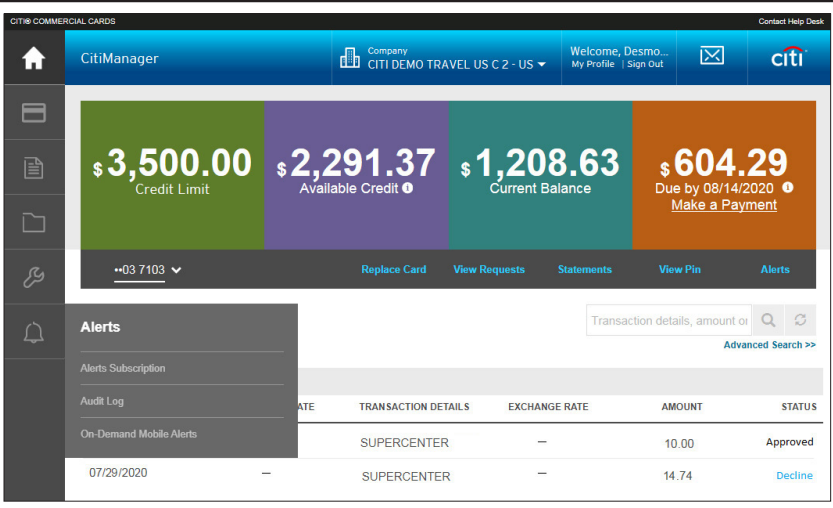
- Time zone
- Time of day
- Day of week

Once you have subscribed to mobile alerts in the CitiManager Site, you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager Site. Once the PIN has been entered, the CitiManager Site will send another text to your mobile device confirming activation. The confirmation text message is sent any time you change or enter a new mobile phone number.

On-Demand Mobile Alerts

In addition, once you have registered your mobile device number in the CitiManager Site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates. Refer to the **Manage On-demand Mobile Alerts** topic in **CitiManager Cardholder User Guide** for additional information.

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Home Screen — Alerts Menu</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site side navigation bar, position your mouse over the Alerts button and then click the Alerts Subscription link. <i>The Alerts Subscription screen displays.</i>



Screen	Step/Action
<div><div><div>HOME</div><div>Alerts Subscription</div><div>Search</div><div>CONTACT PREFERENCES</div><div>EMAIL ADDRESS hemant@noemail.com EDIT</div><div>MOBILE PHONE NUMBER (+) 1 7323214321 AT&T EDIT</div></div></div> <div>Alerts Subscription Screen</div>	<div>2. To enter/edit the email address(es) where you want alerts sent, click the Email Addresses — Edit link and complete the following steps when the Email Address Preferences window opens:</div> <div>a) Type and confirm up to five email addresses.</div> <div>b) Click the Save button.</div>
<div><div><div>CitiManager</div><div>Alerts Sub</div><div>CONTACT PREFE</div><div>Email Addresses john.card@noemail.com</div><div>TRANSACTIONA</div><div>ALERT NAME</div><div>Alert Returned Mail T</div><div>Available Credit Rema</div><div>Credit Limit Changed</div><div>Declined Transaction</div></div><div><div>Email Address Preferences</div><div>ENTER ADDRESS(ES)</div><div>ONE john.card@noemail.com</div><div>TWO johnc@test.net</div><div>THREE</div><div>FOUR</div><div>FIVE</div><div>CONFIRM ADDRESS(ES)</div><div>ONE john.card@noemail.com</div><div>TWO johnc@test.net</div><div>THREE</div><div>FOUR</div><div>FIVE</div><div>SAVE</div><div>CANCEL</div><div>Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent.</div></div><div><div>Mobile Phone Number</div><div>11145559481 AT&T EDIT</div><div>EMAIL SMS</div><div>TEXT</div></div></div> <div>Alerts Subscription Screen — E-mail Address Preferences</div>	

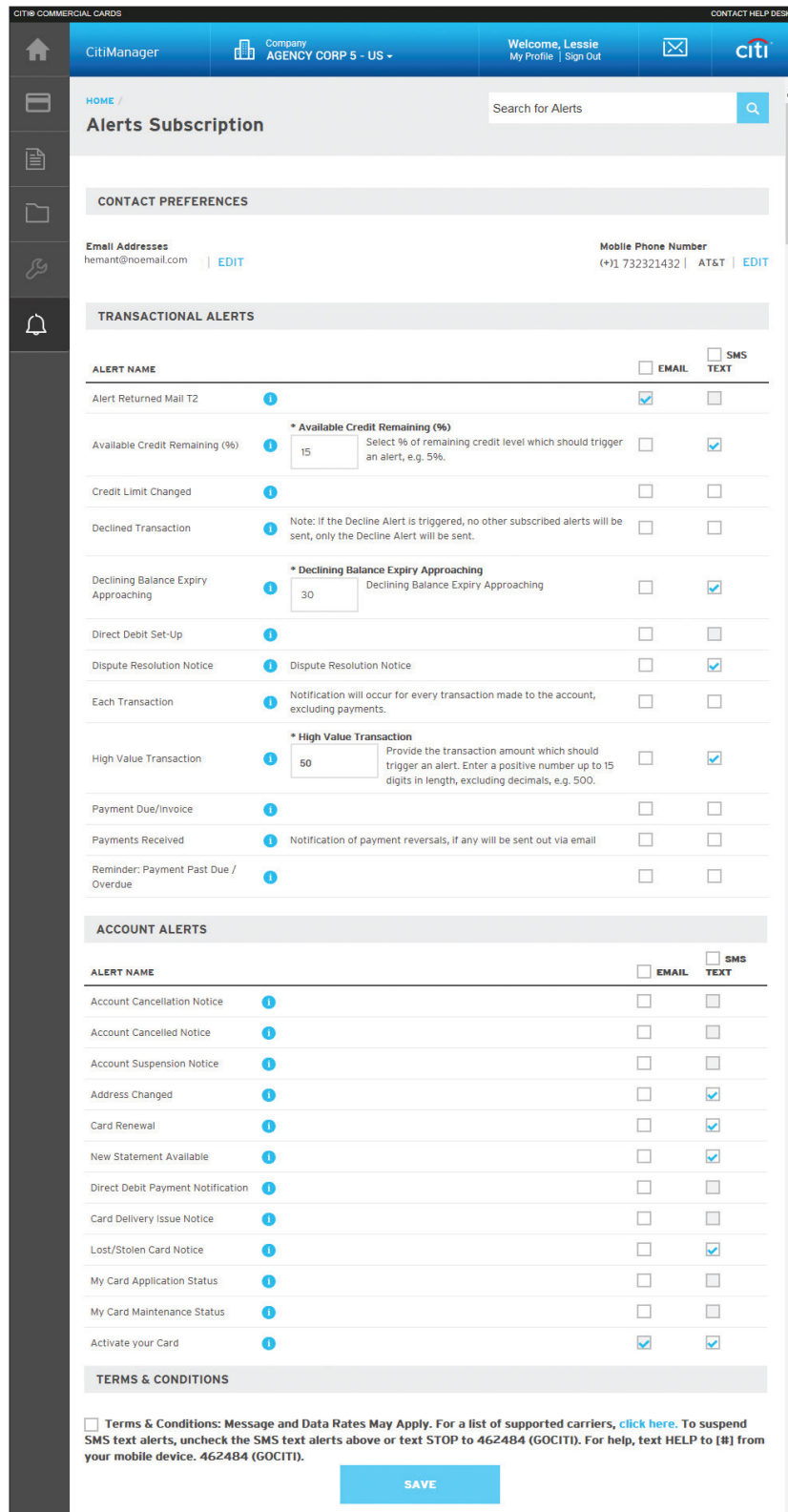


Screen	Step/Action
<div><div><div>HOME</div><div>Alerts Subscription</div><div>CONTACT PREFERENCES</div><div>EMAIL ADDRESS hemant@noemail.com EDIT</div><div>MOBILE PHONE NUMBER (+) 1 7323214321 AT&T EDIT</div></div></div>	<div>3. To edit your mobile number, your mobile carrier, and your notification preferences, click the Mobile Phone Number — Edit link and complete the following steps when the Mobile Number Preferences screen opens:</div> <div>a) In the Country Code and Mobile Number field, type a valid mobile phone number where you wish alerts to be sent.</div> <div><div>Note: Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile.</div></div> <div>b) Canadian users will receive a confirmation text message to enable the subscription due to regulations in Canada.</div> <div>c) Click in the Preferred Time Zone field and select your preferred time zone.</div> <div>d) Click in the From and To fields and select the time-frame in which you would like to receive alerts.</div> <div>e) From the list of weekdays, select the days you would like to receive alerts.</div> <div>f) Click the Save button.</div>
<div><div>Alerts Subscription Screen</div><div><div>DT186 COMMERCIAL CARDS</div><div>CitiManager</div><div>Company: AGENCY CORP 5 - US -</div><div>Welcome, Leasia</div><div>CONTACT HELP DEL</div></div><div><div>HOME</div><div>Alerts Sub</div><div>CONTACT PREFE</div><div>Email Addresses hemant.yadav@citi.co</div><div>TRANSACTIONA</div><div>ALERT NAME</div><div>Alert Returned Mail T</div><div>Available Credit Rema</div><div>Credit Limit Changed</div><div>Declined Transaction</div><div>Declining Balance Exce</div></div><div><div>Mobile Number Preference</div><div>MOBILE NUMBER</div><div>*COUNTRY CODE & MOBILE NUMBER</div><div>1</div><div>2223334444</div><div>*US SUPPORTED CARRIERS:</div><div>AT&T</div><div>You can choose when you would like to receive SMS text alerts. If no selection is made, you will receive SMS text alerts at the time they are processed. You may update your preferences at any time.</div><div>*PREFERRED TIME ZONE</div><div>GMT</div><div>*FROM</div><div>01:00 AM</div><div>*TO</div><div>--Select--</div><div><div><input type="checkbox"/> Sunday</div><div><input checked="" type="checkbox"/> Monday</div><div><input checked="" type="checkbox"/> Tuesday</div><div><input checked="" type="checkbox"/> Wednesday</div><div><input checked="" type="checkbox"/> Thursday</div><div><input checked="" type="checkbox"/> Friday</div><div><input type="checkbox"/> Saturday</div></div><div>SAVE</div><div>CANCEL</div></div></div>	

Alerts Subscription Screen — Mobile Number Preference

Alerts Subscription Screen — Mobile Number Preference

Screen



Alerts Subscription

CONTACT PREFERENCES

Email Addresses: hemant@noemail.com | [EDIT](#) | Mobile Phone Number: (+)1 732321432 | AT&T | [EDIT](#)

TRANSACTIONAL ALERTS

ALERT NAME	EMAIL	SMS TEXT
Alert Returned Mail T2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Available Credit Remaining (%)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Credit Limit Changed	<input type="checkbox"/>	<input type="checkbox"/>
Declined Transaction	<input type="checkbox"/>	<input type="checkbox"/>
Declining Balance Expiry Approaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Direct Debit Set-Up	<input type="checkbox"/>	<input type="checkbox"/>
Dispute Resolution Notice	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Each Transaction	<input type="checkbox"/>	<input type="checkbox"/>
High Value Transaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payment Due/invoice	<input type="checkbox"/>	<input type="checkbox"/>
Payments Received	<input type="checkbox"/>	<input type="checkbox"/>
Reminder: Payment Past Due / Overdue	<input type="checkbox"/>	<input type="checkbox"/>

ACCOUNT ALERTS

ALERT NAME	EMAIL	SMS TEXT
Account Cancellation Notice	<input type="checkbox"/>	<input type="checkbox"/>
Account Cancelled Notice	<input type="checkbox"/>	<input type="checkbox"/>
Account Suspension Notice	<input type="checkbox"/>	<input type="checkbox"/>
Address Changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Card Renewal	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New Statement Available	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Direct Debit Payment Notification	<input type="checkbox"/>	<input type="checkbox"/>
Card Delivery Issue Notice	<input type="checkbox"/>	<input type="checkbox"/>
Lost/Stolen Card Notice	<input type="checkbox"/>	<input checked="" type="checkbox"/>
My Card Application Status	<input type="checkbox"/>	<input type="checkbox"/>
My Card Maintenance Status	<input type="checkbox"/>	<input type="checkbox"/>
Activate your Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

TERMS & CONDITIONS

☐ Terms & Conditions: Message and Data Rates May Apply. For a list of supported carriers, [click here](#). To suspend SMS text alerts, uncheck the SMS text alerts above or text STOP to 462484 (GOCITI). For help, text HELP to [#] from your mobile device. 462484 (GOCITI).

[SAVE](#)

Step/Action

- To subscribe to alerts, select the **Email Alerts and/or SMS (Mobile Alerts) checkbox(es)** for each of the alerts you wish to receive.

To unsubscribe to alerts, deselect the **Email Alerts and/or SMS (Mobile Alerts) checkbox(es)** for the alerts you no longer wish to receive.

Note: Some alerts may be greyed out and unavailable. Available alerts are set by your Program Administrator. Alerts that are selected and greyed out are mandatory.

For more information about each alert, click the information icon next to the alert name.

Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the **Available Credit Remaining %** alert, you must select the desired **Available Credit Remaining %**. When the selected percent of remaining credit level is met, you will receive an alert.

- When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox.
- Click the **Save** button.

The alerts settings are saved and a confirmation message displays at the top of the screen. The PIN confirmation number screen displays if you elected to receive alerts on your mobile device for the first time or you changed your mobile phone number.

Note: If you elected to receive alerts on your mobile device, you will receive a text message with a PIN. On the CitiManager Site **PIN confirmation number** screen, type the PIN number received on your mobile device in the **PIN confirmation number** field and click the **Confirm** button.

Alerts Subscription Screen — Alert Selections

View PIN

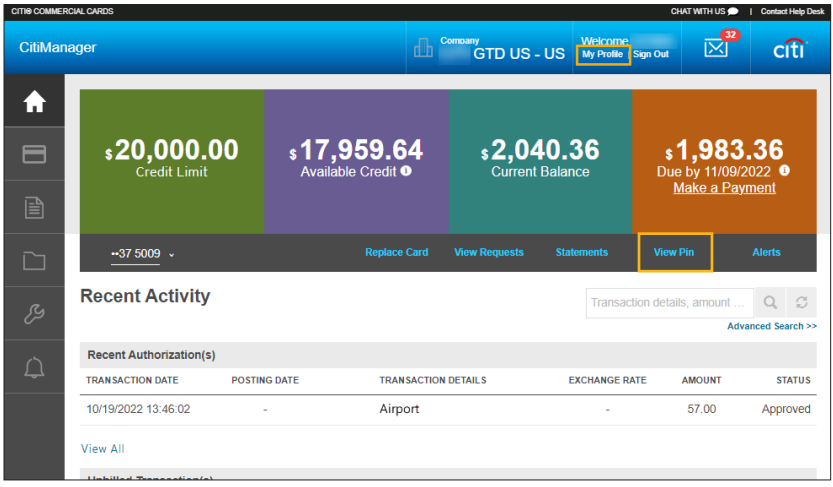
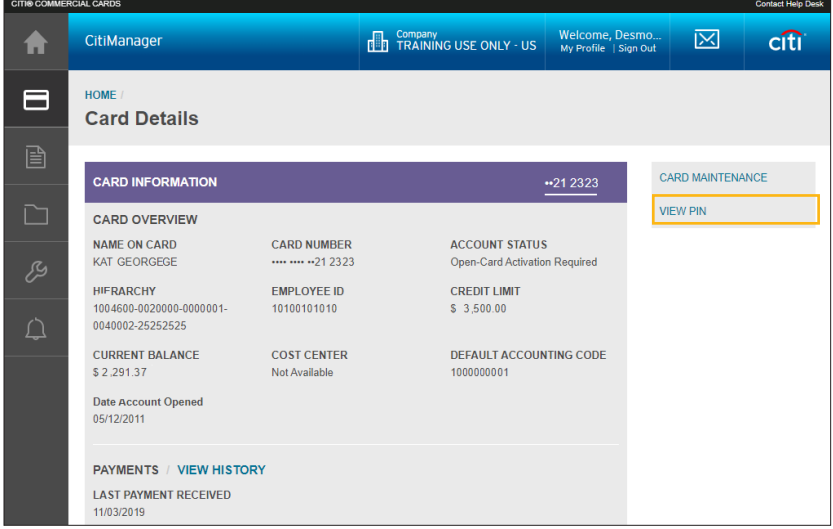
Key Concepts

During the activation process, you are prompted to set up a four-digit PIN that may be used at certain merchant terminals. In order to process your transaction, some merchants require that you enter the four-digit PIN as an additional layer of security.

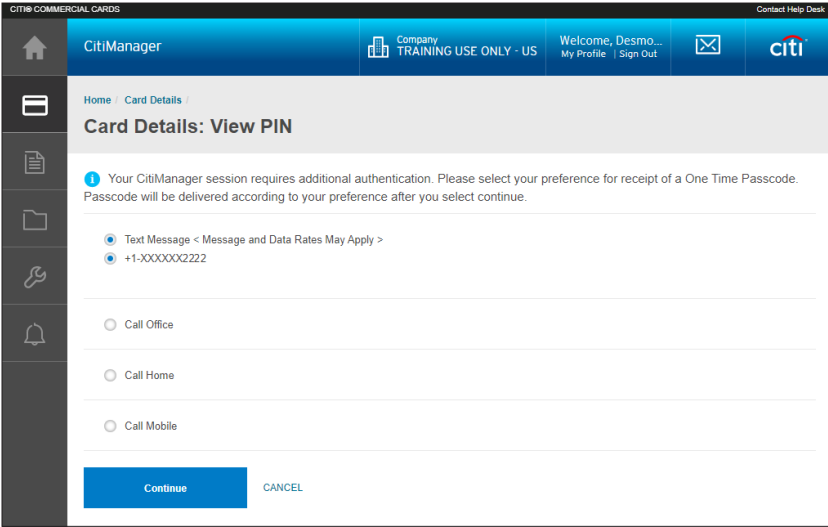
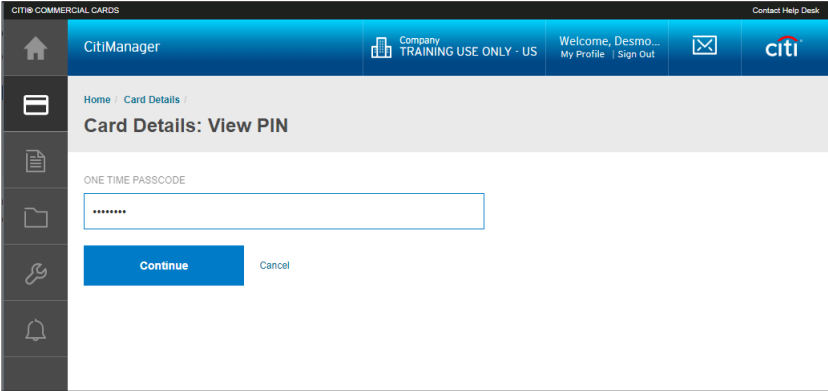
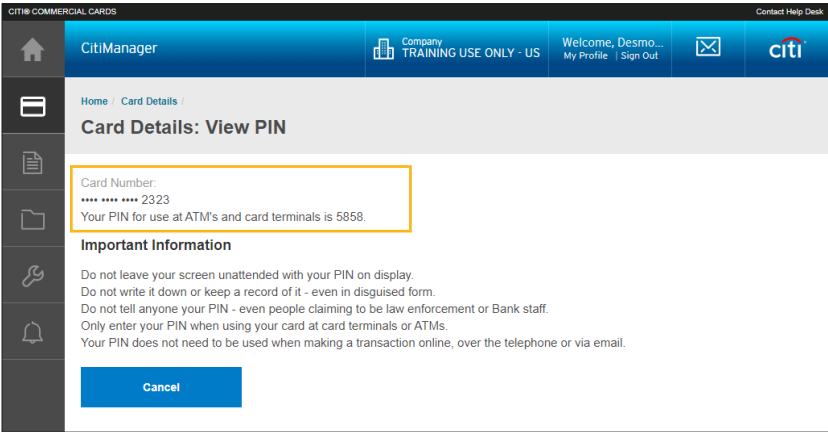

You can view your PIN in the CitiManager site. If you would like to change your PIN, please contact Citi using the number on the back of your card.

To view your PIN in the CitiManager site, you are required to enter either a one-time passcode (OTP) or the CVV/CVC (security code) from the back of your card. The OTP option is only available if your mobile number/office numbers have been entered on your user profile. If your mobile number/office numbers have not been entered on your user profile, you are required to enter the CVV/CVC from the back of your card.

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<p>1. From the CitiManager Site Home screen:</p> <p>Click the Cards icon from the side-navigation bar. When the Card Details screen displays, click the View Pin link that displays on the right-side of the screen.</p> <p>OR</p> <p>Click the View Pin link from the quick links that display on the black bar.</p> <p><i>The Card Details: View PIN screen displays either the OTP receipt options or the CVV/CVC Code field.</i></p>
 <p>Card Details Screen</p>	



Screen	Step/Action
 <p>The screenshot shows the 'Card Details: View PIN' screen. At the top, there's a header with 'CitiManager', 'Company TRAINING USE ONLY - US', 'Welcome, Desmo...', 'My Profile', 'Sign Out', and the Citi logo. Below the header, there's a sidebar with icons for Home, Card Details, and other functions. The main content area has a title 'Card Details: View PIN' and a message: 'Your CitiManager session requires additional authentication. Please select your preference for receipt of a One Time Passcode. Passcode will be delivered according to your preference after you select continue.' There are three radio button options: 'Text Message < Message and Data Rates May Apply > +1-XXXXXX2222' (selected), 'Call Office', 'Call Home', and 'Call Mobile'. At the bottom, there are 'Continue' and 'CANCEL' buttons.</p>	<p>2. If the OTP receipt options display, select the radio button for the desired option (text message or call) and click the Continue button. Once you have retrieved the OTP, enter it in the One-Time Passcode field and click the Continue button.</p> <p>OR</p> <p>If the CVV/CVC Code field displays, type the CVV/CVC code from the back of your card and click the Continue button.</p> <p><i>Your PIN displays.</i></p>
 <p>The screenshot shows the 'Card Details: View PIN' screen with the 'ONE TIME PASSCODE' field highlighted. The field contains six asterisks. Below the field are 'Continue' and 'Cancel' buttons.</p>	
 <p>The screenshot shows the 'Card Details: View PIN' screen with the 'Card Number' field highlighted. The field contains '**** * 2323'. Below the field, it says 'Your PIN for use at ATM's and card terminals is 5858.' There is an 'Important Information' section with text: 'Do not leave your screen unattended with your PIN on display. Do not write it down or keep a record of it - even in disguised form. Do not tell anyone your PIN - even people claiming to be law enforcement or Bank staff. Only enter your PIN when using your card at card terminals or ATMs. Your PIN does not need to be used when making a transaction online, over the telephone or via email.' At the bottom, there is a 'Cancel' button.</p>	
 <p>The screenshot shows the 'View PIN Screen'.</p>	

